



# चौ.चरण सिंह राष्ट्रीय कृषि विपणन संस्थान

(कृषि मंत्रालय, भारत सरकार का संस्थान)कोटा रोड, बम्बाला, सांगानेर, जयपुर-33

**CH.CHARANSINGHNATIONALINSTITUTE OF AGRICULTURAL MARKETING**

**(An Autonomous Organization of Ministry of Agriculture & Farmers Welfare,  
Government of India)**

**Kota Road, Bambala, Pratap Nagar, Jaipur-  
302033 (Rajasthan) Telephone: 0141-2795111 (D) Fax: 0141-  
2771938, 2770595**

Website: [www.ccsniam.gov.in](http://www.ccsniam.gov.in)

**E-TENDER DOCUMENT**

**FOR**

**Housekeeping Services, Linen Washing, Comprehensive AMC of Air  
Conditioners & other Electricals Equipment, AMC of EPBAX (Telephone  
Lines) and Photostat work in NIAM**

**Tender No. : 02/NIAM/Admn./Integrated tender/05/2021**

**(Visit at [www.eprocure.gov.in](http://www.eprocure.gov.in) or [www.ccsniam.gov.in](http://www.ccsniam.gov.in))**

Price of Bid Document: Rs. 1000/- only

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## **SECTION - I**

### **Notice Inviting E-tender**

E-tenders on behalf of the **Director General, NIAM Jaipur**, are invited in Twobid system i.e. Qualifying/Technical bid and Financial bid from registered Agency for Housekeeping and other services from those who have adequate experience in the subject work. Details of the scope of work, schedule of requirements and special terms & conditions of the contract are given asunder:

The contract will be initially for a period of one year. However, the contract maybe extended subsequently, on mutual consent, and on same terms and conditions for a period of not more than six months at a time (up to a maximum of one year) on review of performance, depending upon the requirements and administrative conveniences of the office.

- i.** The tender documents can be downloaded from the website of <http://eprocure.gov.in> or [www.ccsniam.gov.in](http://www.ccsniam.gov.in)
- ii.** The intending and eligible bidders may submit the tenders online at <http://eprocure.gov.in> in two bids systems {i.e. (i) Technical Bid and (ii) Financial Bid} in the prescribed proforma. **Tenders are to be submitted online** only using the e-procurement portal <http://eprocure.gov.in>
- iii.** The Bidders who have not enrolled/registered in e-procurement portal should enrol/register before participating through the website <https://eprocure.gov.in>. The portal enrolment is free of cost.
- iv.** Interested bidders may submit their quotation online on <https://eprocure.gov.in> as per the tender document in the website <http://eprocure.gov.in/eprocure/app>. Bidders are requested to follow the instructions carefully as per the tender document and the instructions given in the above said website. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender Documents. Tender sent by any other mode will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever. Any corrigendum/addendum regarding this tender will be available on the above said website only.
- v.** Demand Draft for an amount of **Rs.1,000/- (Rupees: One Thousand only/-)** (non-refundable) from Nationalized/scheduled bank drawn in favor of **NIAM**, payable at Jaipur

has to be submitted before opening of bids to this office (Scanned copy of DD to be uploaded online) towards tender document fee, failing which the bid will be rejected. Bidders are requested to write their name and full address at the back of the Demand Draft.

- vi.** The applicant has to deposit Earnest Money (EMD) of Rs. **2,00,000/- (Two Lakh only/-)** in the form of a Demand Draft from Scheduled / Nationalized Bank drawn in favor of **NIAM**, payable at Jaipur and it has to be submitted before opening of bids to this office (Scanned copy of DD to be uploaded online) towards EMD failing which the bid will be rejected. Bidders are requested to write their name and full address at the back of Demand Draft.
- vii.** The aforesaid DDs towards cost for Tender document and EMD should be submitted to the tender inviting authority i.e., **Director General, CCS NIAM Jaipur** by post in advance or submitted at the time of opening of bids.
- viii.** The duly filled-in tender documents shall not be accepted if they are not accompanied by the scanned copy of the demand draft/Pay order towards the Tender fee and the requisite bid security (EMD).
- ix.** The Technical Bids will be opened online by a Tender Opening Committee of this Office. At the first stage the technical bids shall be evaluated by the Tender Evaluation committee (TEC) constituted for the purpose by the office. At the second stage, the Financial Bids of only those bidders who qualify in the technical bid will be opened. The Tender Evaluation Committee (TEC), after evaluation of the Financial Bids, will give its specific recommendation(s) regarding the lowest responsive bid, which is to be selected along with a comparative statement duly signed by the Members of the TEC.
- x.** This Office reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the **Director General** in this regard shall be final and binding on all.
- xi.** The Bidder is expected to examine all instructions, forms, specifications, terms and conditions in the Bid Documents. Failure to furnish all information and documents required as per the Bid Documents or submission of bids not substantially responsive to the Bid Documents in every respect will be at the Bidder's risk and shall result in rejection of the bid

-Sd-

**Director ( Admn.)**

## **SECTION - II**

### **INSTRUCTIONS FOR ONLINE BIDDERS**

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e-Procurement are at <https://eprocure.gov.in>. The bidders must carefully follow the instructions:

- 1.** Possession of valid Digital Signature Certificate (DSC) and enrolment/ registration of the contractors/bidders on the e-procurement/e-tender portal are prerequisites for e-tendering.
- 2.** Bidder should do the enrolment in the e-Procurement site using the “Click here to Enroll” option available on the home page. Portal enrolment is generally free of charge. During enrolment/registration, the bidders should provide the correct/true information including valid e-mail-id. All the correspondence shall be made directly with the contractors/bidders through e-mail-id provided.
- 3.** Bidders need to login to the site through their user ID/ password chosen during enrolment/registration.
- 4.** Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by NIC/SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on e-Token / Smart Card, should be registered.
- 5.** The DSC that is registered with the portal only should be used by the bidder and should ensure safety of the same.
- 6.** Contractor / Bidder may go through the tenders published on the site and download the required tender documents/ Annexures for the tenders he/she is interested.
- 7.** After downloading /getting the tender document/ Annexures/ Appendices, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
- 8.** If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum / Addendum published, if any, before submitting the bid online.
- 9.** Bidder then logs in to the site through the secured log in by giving the user id/password chosen during enrolment/registration and then by giving the password of the e-Token/Smart Card to access DSC.
- 10** Bidder selects the tender which he/she is interested in by using the search option & then moves it to the “my tenders” folder.

- 11** From my tender folder, he/she selects the tender to view all the details indicated.
- 12** It is construed that the bidder has read and agreed all the terms and conditions before submitting their offer. Bidder should go through the tender Annexures and appendices carefully and upload the documents as called for; otherwise, the bid will be rejected.
- 13** Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/Annexure and generally, they can be in PDF/xls/rar/zip/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Each document to be uploaded, through online for the tenders, should be less than 2 MB. If any document is more than 2 MB, it can be reduced through zip/rar and the same can be uploaded, if permitted. Bidders Bid documents may be scanned with 100 dpi with black and white option. However if the file size is less than 1 MB the transaction uploading time will be very fast.
- 14** Bidders should take into account the corrigendum / Addendum published from time to time before submitting the online bids.
- 15** The Bidders can update, well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 16** Bidder should submit the Tender Fee/ EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender. Scanned copy of the same should be uploaded as part of the offer.
- 17** While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- 18** The bidder has to select the payment option as offline to pay the Tender FEE/EMD as applicable and enter details of the instruments.
- 19** The details of the DD physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable.
- 20** The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.

- 21** The bidder has to upload the relevant documents required as indicated in the covered content. In case of any irrelevant files, the bid will be rejected.
- 22** If the price bid format is provided in a spread sheet file like **BoQ\_xxxx.xls**, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price Bid/ BOQ template must not be modified /replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
- 23** The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.
- 24** After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
- 25** The time schedule settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the E tender system. The bidders should follow this time schedule during bid submission.
- 26** All the data entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 27** Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers’ public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 28** The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- 29** The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
- 30** Filling all the fields in both qualifying and financial bids is mandatory. Incomplete bid will summarily be rejected at the discretion of the Department.
- 31** All the communications from this office to the bidders regarding every stage of tender processing activity will be sent through email registered in CPP by the bidder. Therefore the bidders are requested to regularly check their email.
- 32** The process/procedure elaborated above is suggestive only. Prevailing updated e-tender process/ procedure/guidelines available on the portal shall be applicable.

## **SECTION - III**

### **GENERAL TERMS AND CONDITIONS**

- 1. Parties:** - The parties to the Contract are the Contractor (the tenderer to whom the work is awarded) and the Director General, NIAM Jaipur. Institute means Ch.Charan Singh National Institute of Agricultural Marketing, Jaipur.
- 2. Addresses:** - For all purposes of the contract including arbitration there under, the address of the Contractor mentioned in the tender shall be final unless the Contractor notifies a change of address by a separate letter sent by registered post to the CCS NIAM, Jaipur. The contractor shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.
- 3. Cover – 1 Earnest Money Deposit (EMD):**
  - a)** Earnest Money of **Rs. 2,00,000/- (Two Lakh only/-)** shall be paid by Demand draft, drawn on any Nationalized or Scheduled Bank in favour of **NIAM** payable at Jaipur as mentioned in the notice inviting e-tender. Earnest Money in cash or in the form of cheque or in any other form will not be accepted.
  - b)** The Earnest Money of the tenderers except successful bidder will be refunded without interest within reasonable time after final decision of the tender, normally within three months from the date of opening of tenders. EMD of the successful bidder will be converted into Security Deposit to be refundable after successful completion of the contract period. The Institute will not be responsible for paid any interest on EMD. The bid will not be considered if the earnest money is not enclosed with the bid. The security deposit shall be forfeited by the department on non-absence from duty/misconduct on part of workers supplied by the agency.
  - c)** Request for transfer of any previous deposits such as previous earnest money or security deposit or payment of any pending bill for transfer towards earnest money shall not be entertained.
  - d)** Tenderer shall not be permitted to withdraw his offer or modify the terms and conditions thereof. In case the tenderer fails to observe and comply with the stipulations made herein or backs out after quoting the rates the aforesaid amount of earnest money will be forfeited.
  - e)** The tenders without Earnest Money Deposit will be summarily rejected.
  - f)** No claim shall lie against the Government/ Department/Institute in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.

- 4. Period of validity of Bid:** Bid shall be valid for 90 days after the date of opening of bids.
- 5. Period of Contract/Duration :** Initially, the contract will be for a period of one year. However, the contract may be extended subsequently, on mutual consent, and on same terms and conditions for a period of not more than six months at a time (up to a maximum of one year) on review of performance, depending up on the requirements and administrative conveniences of the office.
- 6. Preparation and Submission of Tender :**

The tenders have been invited under **two bid systems i.e. Qualifying/ Technical Bid and Financial Bid.**

The necessary documents should be uploaded in the <https://eprocure.gov.in>/portal as per the guidelines mentioned in the portal.

**Below are the documents to be up loaded by bidder at the time of submitting bid online.**

**Cover-2: Technical bid (The list of the documents to be uploaded)**

- i.** Bid Form/Tender form and Declarations/Letters
- ii.** Self-Attested copy of Registration of firm/company.
- iii.** Self-Attested copy of Experience certificate issued by Central/State Government/Public Sector companies for last 3 years
- iv.** Self-Attested copy of PAN card of firm/company/individual.
- v.** Self-Attested Copy of the IT return filed for the last financial year.
- vi.** Self-Attested Copy of Goods Service Tax (GST) registration certificate.
- vii.** Copy of DD of EMD as stipulated vide clause 3 of section-III above.
- viii.** Copy of DD for the cost of bid document.

**All the documents mentioned above are for establishing the eligibility and non-submission of these documents will result in rejection of the tender. Original of all such documents shall be liable to be produced for verification, failing which such documents shall be rejected.**

Note: All necessary certified documents in support of the details must accompany the technical bid. The bid is liable to be rejected in case documents are not enclosed or documents are incomplete or in case any certification / registration has already expired but is yet to be renewed. Only essential and necessary documents to be enclosed. Please avoid enclosing extraneous and irrelevant documents not required for the purpose.



### **Cover-3 : Financial bid**

The quotation should be filled in the financial bid document downloaded from CPP portal (BOQ.xls sheet) and the same should be uploaded.

#### **7. Bidders Eligibility Criteria:**

1. Any Individual, Sole Proprietorship Firm, Partnership Firm, Public Limited Company or Private Ltd. Company having an office in India can bid subject to the satisfaction of other eligibility criteria in terms of organization, infrastructure, experience and availability of requisite skilled manpower. Necessary supportive documents shall be enclosed to the bid.
2. The Service Provider should have a minimum annual turnover of Rs. 100 lakh in each of the three previous financial years viz., 2018-19, 2019-20 & 2020-21. Necessary supportive documents shall be enclosed to the bid with audited accounts/ Balance sheet by a Chartered Accountant and IT Return and IT clearance certificate.
3. The Service Provider should have completed at least one housekeeping projects of only (exclusively) office complexes having minimum value of Rs. 70.00 lakh in each of the three previous financial years in Government / Public Sector/Reputed Private Sector/Institutions.

Experience Certificate clearly indicating (i) Name of the organization (ii) Period of work (iii) the value of the work (iv) whether that contract was for a housekeeping complex (exclusively); should be submitted in support of experience. This experience certificate should be duly signed by the dealing officer.

4. The Service Provider should have the requisite infrastructure i.e. trained and skilled manpower and machinery and equipment's, as indicated in the tender.
5. The Service Provider should have all connected Registrations/Certifications from Government Authorities towards incorporation of the firm, Labour License, EPF License / registration, service tax, GST and other tax/ duties registration etc. The bidder shall also possess PAN connected to Income Tax. All supportive documents should be attached with the technical bid.
6. The service provider should not have been black-listed by any Central/State Government Department Agency. A declaration to the effect on the letter head of the firm should be submitted along-with technical bid.

## **8. Signing of Tender :**

Individual signing the tender or other documents connected with contract must specify whether he signs as

- a) A “sole proprietor” of the concern or constituted attorney of such sole proprietor.
- b) A partner of the firm, if it be a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.
- c) Director or a principal officer duly authorized by the Board of Directors of the Company, if it is a Company.

Note :

(1) In case of partnership firms, a copy of the partnership agreement, or general power of attorney duly attested by a Notary Public, should be furnished on stamped paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney.

(2) In the case of partnership firms, where no authority to refer disputes concerning the business of partnership firm has been conferred on any parties, the tender and all other related documents must be signed by all partners of the firm.

(3) A person signing the tender form or any documents forming part of the tender on behalf of another person should have an authority to bid on behalf of such other person and if, on enquiry it appears that the persons so signing had no authority to do so, the Director General, CCS NIAM, Jaipur may, without prejudice cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.

(4) All the pages of tender should be serial numbered, signed by the bidder and affix his firm's stamp seal at each page of the tender document and all its Annexures as the acceptance of the offer made by the tenderer will be deemed as a contract . NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS NOTICE INVITING TENDER.

## 9. Technical Bid :

- The Technical bid should be submitted online in cover-2 mentioned above.
- All documents asked must be uploaded as part of Technical bid.

### **CLARIFICATION ON TECHNICAL BID EVALUATION:**

- a) The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, comparison of the bids and qualification of the bidders, NIAM may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by NIAM shall not be considered. NIAM'S request for clarification and the response shall be in writing.
- b) In cases where in a bidder does not provide clarifications of its bid by the date and time set in NIAM's request for clarification, their bid may be rejected.
- c) NIAM also reserves right to seek clarification from the issuer agency on the supporting documents submitted by the bidder.

The copy of the authorization letter / Power of Attorney as the proof of authorization for signing on behalf of the Bidder, in case applicable, should accompany the bid documents.

1. The bidder shall have their own ESI & EPF Code. The bidder should upload the ESIC & PF Registration Certificate and such registration shall remain valid throughout the period of the Contract. Contractor shall be liable for all the obligations and formalities required by Minimum Wages Act, ESI Act and EPF Act as per prevailing laws of the country. NIAM will not be responsible for any payment under above laws.
2. Registration certificate for GST No.- Copy of Registration Certificate to be uploaded.

### **B. COPY OF DOCUMENTS TO BE UPLOADED ALONG WITH TENDER AS APPLICABLE IN ADDITION TO PARA-A:**

- i. Income Tax Returns for last Three Years.
- ii. Registration with govt. authorities.
- iii. PAN No. issued by Income Tax authority.
- iv. Details of ECS viz., Name of Bank, I FSC code, MICR No, Branch, Account No., cancelled cheque where payments are to be credited.
- v. Balance sheets for the last 3 years.

Note: The Bidder shall be required to produce self-attested copies of the relevant

documents in support of the parameters at Para - A & B above, in addition to documentary evidences of other parameters, for being considered during the technical evaluation.

**10. Financial Bid :**

- The Financial Bid should be submitted online in cover-3 mentioned above. The Financial Bids of those bidders who are found qualified, will be opened on a specified date and time to be intimated to the respective bidder by e-mail registered by them in CPP. A duly constituted Tender Evaluation Committee (TEC) will evaluate the Financial Bids.
- The rates quoted shall be firm and final for the entire period of contract.
- Terms of payment as stated in the Tender Document shall be final.
- At the time of payment of bills, the income tax, GST and other taxes, if any, shall be deducted at source as per Government rules and guidelines as may be prevailing at the time of payment.

**11. Security Deposit :**

- The successful tenderer will have to deposit a performance security (security deposit) for an amount of 5% (Five percent) of the value of the contract in the form of a Bank Guarantee for the validity period of 15 months. The Security Deposit will not be adjusted against any payment due to the firm from the Department / Institute or the Central Government.
- The Security Deposit can be forfeited, wholly or partly, by order of the Director General, CCS NIAM, Jaipur in the event of any breach or negligence or non-observance of any condition of contract or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the contract, such portion of the said security deposit as may be considered to sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of firm's bill has been received and examined.
  - A letter of intent will be issued to the successful bidder/bidders. Successful bidder shall have to submit a performance security bond within 14 (fourteen) days from the

issue of the letter of intent, from scheduled bank as per the format given.

The final work order will be issued only after the production of the performance security bond and EMD of successful bidder shall be refunded within a week of the receipt of the performance security bond.

If the successful tenderer doesn't deposit a performance security (security deposit) for an amount of 5% (Five percent) of the value of the contract in the form of a Bank Guarantee, he will be required to deposit the security deposit in cash/through DD or in the form fixed deposit with a scheduled commercial bank with duly lien in favour of NIAM. The earnest money deposited by the successful bidder shall be converted into the security deposit and balance of security deposit shall be deposited by him, which will remain with NIAM without interest during the validity of the tender period.

## **12. Penalties :**

If the firm fails to complete the job/project within the specified/delivery period, a penalty shall be imposed and the amount of penalty shall be recovered from the balance payment of the firm.

- In case of shortfall observed by the Committee in performance, a sum of Minimum of Rs. 2000/- (Rupees Two Thousand Only) for each occasion shall be deducted from the bills of the firm for the relevant month.
- Further, observed by the Committee for non-cleaning of outer periphery and non-lifting/disposal of garbage from outer periphery and its transportation to appropriate facility will attract a fine of Rs. 2000/- (Rupees Two Thousand only) on each occasion. Outer periphery means between NIAM's boundary wall and PWD/ Public road situated along with the boundary wall.
- In case, the AMC of AC & other Electrical equipments as mentioned in the tender terms & condition is not complied with in the stipulated time, a penalty@ Rs. 300/- per day per machine for A.C's, @ Rs.100/- per day per desert coolers and AMC of other equipments @ Rs.100/- per day will be levied on the contractor. In case of non payment amount, the Institute will be free to make recovery of the penalty amount from the subsequent payment bills payable to the contractor or/ and also to recover from Bank Guarantee/performance security given by the contractor.

- For the case of maintenance of EPBAX (Telephone Lines), if the firm fails to repair the Instrument or telephone line within the specified time a penalty shall be imposed of Rs. 50/- per instrument per day.
- In regard to Linen Washing, if any damages or loss are occurred after issuing the cloth, the whole responsibility will be of the service provider and the decision of the Director General, Ch. Charan Singh National Institute of Agricultural Marketing, Jaipur will final for recovery of amount of such damages or loss of cloth.

These deductions in a month's bill can be represented against within fifteen days from the receipt of payment for a particular month.

### **13. Subletting of Work:**

The firm shall not assign or sublet the work or any part of it to any other person or party without having first obtained permission in writing from the competent authority, which the authority will be at liberty to refuse if he thinks fit.

### **14. Terms of payment :**

- No payment shall be made in advance nor any loan from any bank or financial institution shall be recommended on the basis of the order of award of work.
- The contractor shall submit the monthly bill in the first week of following month in respect of previous month (in case of monthly payments) for sanction of the amount of bill and passing the bill for payment.
- All payments shall be made by RTGS/NEFT using PFMS.
  - The competent authority shall be at liberty to withhold any of the payments in full or in part subject to recovery of penalties mentioned in this tender.
  - The term "payment" mentioned in this para includes all types of payment due to the contractor arising on account of this contract excluding Earnest Money and Security Deposit governed by the separate clauses of the contract.
  - Wherever applicable all payments will be made as per rate schedule of payments stated in Section-VI of the submitted Commercial bid of the successful bidder.
  - The attendance should be marked at main gate and verified by hostel manager/security supervisor/Admin section specified for the purpose. If any short fall for the supply of manpower the remunerations will be deducted in proportionate of the monthly wages.

**15. Agreement:**

The successful bidder will have to enter an agreement on non-judicial stamp paper of Rs.500/- initially for a period of one year, further extendable subject to clause 5 of section-III. Cost of execution of agreement shall be borne by the contractor. Final work order shall be issued only after execution of the agreement by the successful contractor. Apart from other things, all clauses of this tender document shall form the integral part of the agreement.

**16. Arbitration:**

If any difference arises concerning this Agreement, its interpretation on the payment to be made there under, the same shall be settled by mutual consultations and negotiations. In the event of any question, dispute or difference arising under the agreement or in connection there the same shall be referred to Director General, CCS NIAM Jaipur. The arbitration proceedings shall take place at Jaipur, Rajasthan. Court jurisdiction for all types of legal actions shall be Jaipur only.

**17. Force Majeure:**

If any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine/covid restrictions, Lockdown, strikes, lockouts or act of god (hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall, by reason of such events, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance under the contract. The contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist, and the decision of the purchaser/institute as to whether the supplies/services have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such events for a period exceeding 60 days either party may, at his option terminate the contract.

NIAM will not be liable for any failure either partly or fully or delay in performing an obligation under this Contract to the extent beyond its reasonable control that is due to causes in relation to Epidemic, Pandemic, Closure due to Lockdown, force evacuation, delayed start of Session, quarantine, civil commotion, Governmental acts or changes in laws or regulations, lack of availability of water or energy etc.

**18. EVALUATION:**

**I. TECHNICAL BID EVALUATION:**

- a) A Bidder should qualify in all parameters mentioned above in the Technical Bid Evaluation, in order to be a qualified bidder for being eligible for opening of Price-Bid.
- b) A substantially responsive bid shall be one that meets the requirement of the bidding document totally i.e. by following the above procedure. Technical Bid not meeting the Minimum requirements as per the tender document shall be rejected and their Price Bid will not be opened.

**II. PRICE-BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER;**

- a) The Price bid evaluation shall be carried out on L-1 Basis.
- b) The financially lowest offer of technically qualified bidder shall be deemed as successful bid and shall be considered L-1 (Lowest Offer) for further processing.



## SECTION – IV

### (TENDER SPECIFIC TERMS & CONDITIONS)

#### **SCOPE OF WORK FOR MECHANIZED CLEANING AND HOUSKEEPING**

1. The firm has to carefully assess the scope of work with specific reference to the inside and outside premises of the building and understand the details of the infrastructure/facilities. The Tenderer may, in his own interest, inspect the Campus of CCS NIAM where the services are to be provided. For any clarifications as to the tender/scope of work or inspection of the premises, the prospective bidders may contact Administrative Officer, CCS NIAM, Jaipur with prior appointment on any working day between 10.00 am to 1.00 pm.
2. The firm will ensure that all the work of cleaning (except the rooms under security locks) is completed before commencement of office hours. In no case the garbage etc. should be allowed to be accumulated in the corridors. The garbage generated should be deposited in the nearest available municipal disposal area daily. **The persons deployed on duty shall be available on the premises throughout the working hours, six days a week in uniform (bearing firm's name)/name badges etc. Total maximum attendance in a month will be 26 days.** The transport arrangements, for taking the garbage out of the building premises will be made by the bidder on his own cost and no extra cost will be paid by the institute for this.
3. The service provider shall give a Daily Performance Report in a format prescribed by the Institute to the orderly officer/caretaker by 11.00 A.M every day.
4. The service provider should liaison to Nagar Nigam Jaipur to remove the garbage from Institute to garbage dumping yard by Nagar Nigam Van. But, if the bidder is not able to make the Nagar Nigam for collecting and lifting to the dumping the garbage of the Institute, bidder shall have to make his own arrangements at his own cost. That cost will be borne only by the bidder himself. Institute will not pay any such cost.
5. The service provider shall use latest technology cleaning materials (purchased from Kendriya Bhandar/Upahar State Co-operative Society) in CCS NIAM Campus.

#### **Other related information**

##### **A. Campus Details:**

- VIP guest House (4 rooms) along with surrounding areas with dining hall, kitchen and lounge and outer area.
- Type-V (All rooms) along with outer areas, roof and lounge. Presently Type V- Two flats are used for kitchen.
- Type-IV (All rooms) along with lounge, roof and outer area.
- Type-III (All rooms) along with lounge, roof and outer area including road/street.
- Type- II (All rooms) along with lounge, roof and outer area including road/street.
- Girls Hostel (All rooms) along with lounge, dining hall and small kitchen and outer areas,.
- DG Bungalow (in side all area in Bungalow) (Library/Computer Lab) & outer area.

- Barak- Sport Complex and outer area.
- Boys Hostel (33 rooms), corridors, common area, lounge and TT room verandah and outer area.
- Convention Centre (All rooms), verandah, class room and outer area, dining area and lounge.
- Auditorium and adjacent corridor connecting to office
- Office premises (Brahmaputra Building & RKVY Office Building) including corridors, outer area, class rooms (4), computer labs (2), Library, Verandah, stairs case, kitchen small, roof top and of roads, glass doors, windows, table, chairs etc. (Means Entire Premises of CCS NIAM Including, RKVY Building, All Building, Road, Roofs, Sewerage System etc.)
- All toilets and urinals attached with all rooms of guest house, VIP guest house, hostels, CC, Type-V, IV and Type –III and II quarters, and main office building.

## **B. Cleaning**

### **Cleaning inside the building**

<b>S. No.</b>	<b>Nature of Work/Activity</b>	<b>Frequency</b>	<b>Number of Times</b>
1.	Cleaning/dusting/mopping of all rooms in the building including walls, ceilings, furniture, fixtures, electrical items, glass and windows/glass etc.	Daily	Once in the morning
2.	Scrubbing and cleaning of all corridors, drinking water areas and galleries, including wet and dry mopping of the entire area.	Daily	Once in a day
3.	Removing of cobwebs	Fortnightly	Once
4.	Spraying room fresheners in all the rooms including Convention Centre, Guest Houses, Admin Block, RKVY Office building, DG Bungalow/ Library & Computer Lab, TYPE V,IV,III,II quarters and all other rooms containing special facilities.	Daily	Once (Morning)
5.	Cleaning and mopping of staircases and main gate areas	Daily	Twice (Morning and Afternoon)
6.	Cleaning and disinfecting of all toilets/ bathrooms including floor cleaning, side wall cleaning, cleaning of washbasins and surrounding areas, mirror cleaning, commodes and urinals cleaning, dustbin clearance.	Daily	Two times  As and when required
7	Hostel Rooms: Cleaning and disinfecting all toilets/ bathrooms including floor cleaning, side wall cleaning, cleaning of washbasins and surrounding areas, mirror cleaning, commodes and urinals cleaning, dustbin clearance.	Twice	Twice in a day

8.	Regular replenishment of toiletries viz. Room fresheners, disinfectants, toiletpaper, liquid soap, naphthalene cakes/balls, odonil etc. in the toilets/bathrooms.	Daily Need basis	To be replenished whenever the item is exhausted
9.	Pest/rodent/Snake/Lizards control measures through spray/fumigation	Monthly	Once
10.	Deep cleaning of floor and surface area including all corridors and staircases and all balconies on weekends.	Weekly	On weekend i.e. Saturday / Sunday and when required by the department.
11.	Height cleaning i.e. cleaning of domes atgate and other high ceiling points.	Monthly	Once
12.	Cleaning of Jaalis and Chhajjas	Monthly	Once
13.	Spraying of mosquito repellents.	Weekly	Once (Evening)
14.	Cleaning of the conference /committee halls where meetings are held and spraying of room fresheners	Daily	This has to be done before and after every meeting.
15.	Collection of sweepings, dustbin collections and garbage from both inside and outside the premises of the building and placing them at designated disposal places in the outer periphery of the Institute, i.e. the point established by the Nagar Nigam.	Daily	Once in a day
16.	The garbage collection and disposal through the firm's own arrangements including transportation.	Daily	Once
17	<u>Gymnasium, Tennis Court, Basketballcourt &amp; Barak building .</u>	Daily	Once and further on need basis
18	Cleaning of roof of all buildings, residence area	Monthly	Once in a month
19	Shampoo Cleaning, Vacuum Cleaner Cleaning & furniture	Quarterly	Once in a Quater
20	Vacuum cleaner of Sofa, Carpet	Quarterly	Once in a Quater

## CLEANING IN THE OUTER PERIPHERY

S. No.	Name/ Nature of work/activity	Frequency	Number of times
1.	Cleaning of the outer periphery of the Institute i.e. the area outside the actual buildings which includes the roads on four sides of the building, the common parking areas, Gymnasium, Tennis Court, Basketball court etc. and the outside gate areas.	Daily	Once in a day
2.	Lifting entire garbage including kitchen waste and depositing the same in the nearest garbage collection/dumping yards at own arrangements and transport of the vendor at the point established by the Nagar Nigam.	Daily	Once in the afternoon

### **B. WORKING HOURS**

- Unless specified otherwise, the Site Manager, Supervisors and workers are to report for duty so that the cleaning work can start early in the morning and be completed during 7.30 AM to 03.30 pm. The normal working hours of the service provider is 8.00 hours.
- At least one safai karmchari should be available beyond 03.30 pm as some of the officers/offices work into late hours on daily basis on Saturdays and other holidays.
- All the corridors, staircases, toilets and bathrooms, rooms without safety locks and other facilities shall be cleaned and kept ready for use and occupation before 9.00 am in the morning. Hence, the firm has to start functioning early in the morning to prepare a clean working area by 9.00 am.
- Rooms under security locks of individual officers sections shall be cleaned immediately after these rooms are opened.
- Comprehensive deep cleaning of the entire building shall be undertaken at least once a fortnight, either on Saturdays/Sundays or as and when required by the Institute.

### **C. MINIMUM NUMBER OF WORK FORCE TO BE DEPLOYED**

- The minimum 21 numbers of safai karamchari should be deployed on the job on the firm's own cost so that the entire scope of work given above is taken care of on regular basis.
- The firm shall also provide details to CCS NIAM of the Wages/Salaries pay able to their workforce.
- The safai karamcharis may be unskilled workers; the Supervisor/Manager as per the definitions/ instructions issued under Minimum Wages Act, 1948 for Clerical & Supervisory staff as applicable to Govt. of India. The wages will be paid as per the Minimum Wages Act of Government of India.
- The firm shall give a detailed cost synopsis of the quoted cost for the upkeep of NIAM Campus.
- The service provider shall provide additional manpower on request with additional cost as per the rate contract agreement in the tender.
- **The number of workers can be reduced or increased as per requirement in the Institute.**

Area	Number of workers
Administration Block & RKVY Building	5
Chambal Hostel (Boys Hostel)	2
Krishna Hostel (Girls Hostel)	2 (Ladies)
Convention Centre	2 room boys 2 Cleaners 1 cleaner for night shift
VIP Guest House Type V, Type IV, Type-III, Type-II, (Trainee's Accommodation), DG Bungalow/Library and D.G.'s Office	2
Outer Area, Sports complex and Auditorium	4
Supervisor	1
<b>Total</b>	<b>21</b>

### **D. CHEMICALS, TOILETERIES, STORES & CONSUMABLES**

1. All the cleaning agents/chemicals etc. used shall be bio-degradable and environment friendly so that it does not cause any harm to employees, workers and the object for which it is used. It shall follow all the mandatory international and national standards of chemicals, international detergent legislation, should be Phosphate-free should not be a combustible liquid according to the regulations governing combustible liquids.

2. The materials may be procured by the Service Provider based on the need of NIAM. The material list mutually agreed is purchased by Service Provider, entered in the separate NIAM stock register and use as and when required on monthly basis. The Rate should not exceed on MRP. The contractor will purchase all the cleaning materials from state cooperative societies as UPHAR and Kendriya Bhandar.
3. Following cleaning materials of superior quality required for cleaning purpose.
  - Room air freshener.
  - Floor cleaning chemical.
  - Phenyl /cleanser.
  - Liquid soap for hand wash in all the rest rooms.
  - Acid, Harpic and Collin spray.
  - Panni Jhadu with Bamboo
  - Naphthalene balls and toilet cubes.
  - Soft brooms and narial brooms.
  - Floor duster, white dusters.
  - Washing powder.
  - Odonil big size.
  - Mosquito repellent/refill and machine
  - Plastic juna big size.
  - Garbage bags (big size black)
  - Garbage bags (small size black)
  - Paper rolls and Toilet rolls.
  - Wipers.
  - Toilet brush.
  - Mops.
  - Any other consumables as per requirement.

All the above items should be used judiciously in adequate quantity regularly so that the cleanliness and hygiene of the entire campus and beauty of parks and roads are well-maintained always. The service provider should accordingly quote for the quantities essential for maintenance of the campus.

6. **Taxes & Duties:** Quoted prices should be exclusive of all taxes **GST (GST will be applicable as per Govt. of India Rules)**. Please note that the responsibility of payment of **GST** lies with the Service Provider only. Rate of taxes and duties shall be paid as applicable during the admissible delivery period.

#### **7. Contract Period:**

1. The service contract shall be awarded for a period of one year from the date of award. This may be extended up to Two years to the satisfaction of NIAM.
2. However, if any glaring shortcomings or deficiencies are noticed during the contract period or any other contractual dispute, the contract can be terminated giving one month notice. The decision of Director General, CCS NIAM or his authorized officer shall be final/binding.

3. If the contract is terminated on the grounds of glaring shortcomings or deficiencies during the tenure including extended tenure, if any, the Institute shall have all rights to make suitable alternative arrangements for a period of 45 days from the date of such termination or till a new tender is finalized whichever is earlier and the difference in cost, if any, will be borne by the contractor.
4. The contract period may be extended up to three years on similar terms & conditions, subject to satisfactory performance of the contractor.
8. **Payment Terms:** Payment will be made in arrears on monthly basis after successful completion of the contract obligations and as certified by the Committee Concerned. The vender shall submit the bill for the concerned period in triplicate along with the certificate of satisfactory service issued by the Committee concerned, for processing the payment. The processing of certificate and payment may be completed in the first week of next month.
9. **MODE OF PAYMENT :** The agency will make payment to the staff on the monthly basis as per the Minimum Wages Act of Govt. Of India by the 7<sup>th</sup> of every month in the form of a/c payee cheque in the presence of a Officer of NIAM at the premises of Institute, Jaipur. The agency will submit the invoice/claim to the Institute on the monthly basis. The payment to the Agency shall be released say within 15 days from the receipt of invoice, provided the claim of the agency is found to be in order in all respects. The income tax deducted at source and such other taxes / levies as are required by law to be deducted shall be deducted from the charges payable to the agency. The agency shall furnish details of disbursement made to the staff every month indicating the amount of remuneration received from the Institute against each individual amount deducted on account of statutory deductions such as ESI, EPF etc as employee's share and net amount paid to each individual duly supported by details of payments made to the contractual staff. The proof of payment of statutory obligations such as ESI, EPF etc and any other applicable taxes furnished by the agency.

**Salary component of Supervisor, Safai karmchhari and Room Boy is as per ORDER of Ministry of Labour & Employment No. 1/16(6)/2021-LS-II dated 28.04.21 is as under :**

**Supervisor and Room Boy:** Basic wages - 609x26 + PF -12%+1.1% of Basic Wages + ESI - 3.75% of Basic wages + Bonus & Leave Salary-8.33% of Basic wages. GST will be as applicable as per Govt. of India Rule.

**Safai karmchhari:** Basic wages - 539x26 + PF -12%+1.1% of Basic Wages + ESI - 3.75% of Basic wages + Bonus & Leave Salary- 8.33% of Basic wages. GST will be as applicable as per Govt. of India Rule.

**Total emoluments is as under :**

1. For Supervisor (1)	=	Rs.19820/-
2. For Room Boys ( 2)	=	Rs.39640/-
3. Safai karmchhari (18)	=	Rs.3,15,769/-
<b>Grand Total</b>	=	<b>Rs.3,75,229/-</b>

**The above rates are exclusive GST. Kindly quote the service charges as per above rates.**

**10. Undertaking of Price reasonability:** The vender shall submit an undertaking of price reasonability that the price quoted in the price bid is reasonable and not more than as charged to other Private as well as Govt. organizations for similarsupplies. If it has been approved by the CCS NIAM, Jaipur and if at any stage it has been found that the quoted rates are higher than the rates applicable for similar supplies then in such a condition CCSNIAM, Jaipur, will have the right to cancel the approved rates and to take legal action against the Tenderer/Firm.

11. All employees deployed by contractor at NIAM works must be Covid Vaccinated and equipments must be duly sanitized/sterilized.

**12. Termination for defaults:** The Institute may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Agency, Moreover, the contract may be terminated on mutual consent by giving one– month notice in advance, terminate the contract in whole or in part:

- a) If the Agency fails to deliver any work within the time periods specified in the contract, or any extension thereof granted by the Institute,
- b) If the agency fails to perform any other obligations under the contract within the periods specified in the contract or any extension thereof granted by the Institute.
- c) If the agency becomes bankrupt or otherwise insolvent.
- d) If the agency, found in fraudulent practices against the Institute.
- e) And any of its acts spoil the integrity of the Institute, by any mean.

Moreover, the contract may be terminated on mutual consent by giving one month notice in advance.

**Termination for Insolvency :**

The competent authority may at any time terminate the Contract by giving written notice to the contractor, without compensation to the contractor. If the contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the CCS NIAM Jaipur. Appeal against the order of competent court shall not be any base for the contractor for continuing of the contract.

**13. EVALUATION:**

**III. TECHNICAL BID EVALUATION:**

- a) A Bidder should qualify in all parameters mentioned above in the Technical Bid Evaluation, in order to be a qualified bidder for being eligible for opening of Financial-Bid.
- b) A substantially responsive bid shall be one that meets the requirement of the bidding document totally i.e. by following the above procedure. Technical Bid not meeting the Minimum requirements as per the tender document shall be rejected and their Financial Bid will not be opened.

**IV. FINANCIAL-BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER;**

- c) The Financial bid evaluation shall be carried out on L-1 Basis.
- d) The financially lowest offer of technically qualified bidder shall be deemed as successful bid and shall be considered L-1 (Lowest Offer) for further processing.



#### **14. Other Terms & conditions:**

- (a) The Institute reserves the right to accept any bid, or reject all or any bid at its sole discretion without assigning any reason whatsoever. CCS NIAM reserves the right to reject the contract without assigning any reason.
- (b) The contract shall normally be awarded to a single firm whose consolidated bid value is lowest and fulfilling all the terms and conditions of the tender. If the lowest quoted prices of two or more bidders is equal then decision of Director General, CCS NIAM, Jaipur will be final. Firstly experience will be counted and quoted prices by the bidder having longest experience will be accepted. Only complete years of experience will be taken into consideration and months will be ignored. If experience of more than one bidder is again found equal then lottery system will be used to get one bidder as L-1.
- (c) CCS NIAM shall have no liability, financial or otherwise, for any harm/damage/injury caused to the manpower/machinery deployed by the firm in the course of performing contractual work. Neither the firm nor its workers shall have any claim against CCS NIAM for compensation or financial assistance on this account.
- (d) The agency will ensure that the entire work should be completed within the specified time frame.
- (e) The quantity and quality of work/items should be as per specification of the work. If any deficiency found at any stage, CCS NIAM will be free to impose penalty as deemed fit.
- (f) It shall be obligatory on the part of the contractor to carry out the work under his direct supervision and control and under no circumstances; the work shall be assigned to sub-contractor.
- (g) The contractor shall be responsible for required contributions towards P.F., Pension, ESI or any other statutory payments to be made in respect of the contract and the personnel employed for rendering service to CCS NIAM and shall deposit these amounts on or before the prescribed dates.
- (h) Employment of child labour (below the age of 18 years) is totally prohibited. It is the responsibility of the firm to comply with all formalities of Labour Laws including obtaining necessary labour license.
- (i) All necessary certified documents in support of the details must accompany the technical bid. The bid is liable to be rejected in case documents are not enclosed or documents are incomplete or in case any certification/ registration has already expired. Only essential and necessary documents to be enclosed. Please avoid enclosing extraneous and irrelevant documents not required for the purpose.
- (j) The firm shall be responsible for making timely payment of due wages to the workers employed, depositing of EPF with EPFO through ECT and ESI contribution. If any complaint is received with regard to these matters, the action will be taken against the firm and concerned authorities will be asked to take legal action against the firm.
- (k) The damage caused, if any, to the Institute property through the acts of the firm and/or by its workers shall be made by the agency and decision of the Institute in this regard

shall be final/binding.

- (l) The contracting firm shall ensure the safety and security of the entire Government/Institute property and documents, records, files etc. while attending to the upkeep/cleaning of the rooms in the Institute and none of these items shall be taken out of the building unless authorized. Any violation or breach of faith will attract severe action including cancellation of the contract and forfeiture of the Performance Security. The firm may also be black-listed for future dealings with the Government. Besides, the firm will also be liable for prosecution under local laws. The firm, therefore, in their own interest, deploy personnel with proved credentials with proper supervision so that no breach of trust occurs during the currency of the contract.
- (m) If any dispute arises between the firm and its manpower in the matter of wages or any service conditions the same will be settled amongst the agency and the workers engaged by it themselves. CCS NIAM in no case shall be a party to such dispute. It shall be the responsibility of the firm to comply with the provisions of all Acts and Government instructions. "If any statutory provision of any statute is violated in general concerning the work force employed and in regard to welfare of the personnel engaged for the work in particulars, then the performance security will be confiscated and firm will be blacklisted".
- (n) The Institute shall have no liability, financial or otherwise, for any harm/damage/injury caused to the manpower/machinery deployed by the firm in the course of performing work of this Institute. Neither the firm nor its workers shall have any claim on this Institute for compensation or financial assistance on this account.
- (o) The personnel deployed by the Agency should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are deploying. The Firm will provide the duly filled police verification form of the personnel's to the nodal Department within fifteen days of award of contract and the Nodal Department will get them verified from the police authorities. The contractor also ensures that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. All the persons employed on the work of the Institute must have covid vaccinated with two doses. The deployment shall be furnished to the Department as may be required. The overall deployment shall be under supervisor (s) whose full details including the contact numbers shall be furnished to the Institute.
- (p) The service provider's personnel shall not claim any benefit/compensation/regularization/absorption of services from/ in this Institute under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 etc. Undertaking from the persons to this effect shall be required to be submitted by the service provider to this Institute.
- (q) The service provider's personnel shall not disclose to any person any details of office, operation process, technical knowledge, security arrangements, administrative and organizational matters as all of these are confidential in nature.
- (r) The service provider should provide suitable replacement in case of absence of personnel.
- (s) The service charges/rates quoted by the Agency shall be fixed for the period of the contract and no request for any change/ modification shall be entertained before expiry of the period of the contract unless the same is warranted for enforcing statutory instructions like revised

minimum wages issued by the appropriate Government under Minimum Wages Act, 1948 as per Govt. of India applicable in Rajasthan.

- (t) The personnel deployed by the service provider shall be the employee of the service provider and it shall be the duty of the service provider to pay their wages every month. There is no Master and servant relationship between the employees of the service provider and the Government / Institute and further that the said personnel of the service provider shall not claim for any employment or absorption in the Government/Institute by virtue of their engagement for this work.
- (u) The service provider shall ensure proper conduct of its personnel in office premises, and enforce prohibition of consumption of alcoholic drinks/drugs, chewing of paan/gutkha, smoking, using speakers for listening music, viewing of mobile for unofficial use and loitering without any work.
- (v) The Tenderer's personnel should be polite, cordial, positive and efficient while handling the assigned work and their actions shall promote goodwill and enhance the image of the First Party. The Tenderer shall be responsible for any act of indiscipline on the part of persons deployed by him.
- (w) The persons depute shall not be below the age of 18 years and they shall not interfere with the duties of the employees of the First Party.
- (x) The Tenderer has to provide photo identity cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed and their loss reported immediately.
- (y) That Tenderer will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act, etc. and the Institute shall not incur any liability for any expenditure whatsoever on the persons employed by the Tenderer on account of any obligation. The Tenderer will require to provide particulars of PF, Group Insurance of its employees engaged in the office.
- (z) The tenders was to pay salary through cheque to the bank account of the workers. Bill of the subsequent month will be paid only after submission of certificate of disbursement of wages of the previous month in time signed by the said representative of the Institute.
- (aa) The Tenderer is required to provide particulars of EPF, ESIC etc of the previous month, of its employees engaged with the First Party while raising monthly bill.
- (bb) It is obligatory on the Tenderer to ensure the wages paid should not be less than the minimum wages fixed by the Govt. from time to time and all statutory requirements such as Provident Fund, Employees, State Insurance and Bonus etc. must be incorporated in salary.
- (cc) The Tenderer will submit the bill, in respect of a particular month in the first week of the following month. The payment will be released by the second week of the following month

after deduction of taxes deductible at source under the laws in force.

- (dd) Payments to the Tenderer would be strictly on certification by the officer with whom the outsourced personnel is attached that his/her service was satisfactory and as per his/her attendance shown in the bill prepared by the Tenderer.
- (ee) No wage/remuneration will be paid to any staff for the days of absence from duty.
- (ff) The Tenderer shall arrange for a 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 Tenderer.
- (gg) That the Tenderer on its part and through its own resources shall ensure that the goods, materials and equipment's etc. supplied to the personnel for discharge of duties assigned to them are not damaged in the process of carrying out the services undertaken by it and shall be responsible for act of commission and omission on the part of its staff and its employees, etc. If the Institute suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the Tenderer, then the Tenderer shall be liable to reimburse to the Institute for the same. The Tenderer shall keep the Institute fully indemnified against any such loss or damage.
- (hh) The Institute will maintain an attendance register in respect of the staff deployed by the Tenderer on the basis of which wages/remuneration will be decided in respect of the staff at the approved rates.
- (ii) In case of supplied person by the Tenderer fails to work satisfactorily or refuses to take up work allocated or does not report on time and has recurrence of this kind three times, the personnel will be dismissed after given 15 days notice.
- (jj) In case the Tenderer fails to provide manpower or substitute of the manpower as per the requirement within 48 hours, a financial liability of per day wages charges of that personnel's will be entailed.
- (kk) The agreement may be further renewed by mutual consent of both parties for another one year.

## **15. Scope of Work for Comprehensive AMC of Air Conditioners & other Electricals Equipment, Photostat work & EPBAX( Telephone lines):**

### **1. a. Work to be done**

Periodic servicing of window/split type air-conditioners and water coolers to ensure their proper functioning without break down as per the periodicity given in the periodicity schedule. Following work is included in the annual maintenance contract of window/split type air-conditioners and water coolers:

#### **b. Windows/split type air-conditioners:**

Contract shall include the periodic servicing of A.Cs ( Quantity and location will be provided at the time of awarded of order) and attending the breakdown calls including providing and fixing of any components of the machine (free of cost) viz. starting capacitor, running capacitor, thermostat, over load relay, selector switch, indicator, nuts, bolts, screws, motor capacitor, rewinding/repair of motor, repair/replacement of blower motor, brazing of coils if leaking, part wiring or complete wiring of AC (internally), supplying and Charging of refrigerant, providing and replacement of compressor with manufacturer, --repaired one, painting of machine including cover using synthetic enamel paint of suitable colour etc. to ensure that ACs function in proper way. AMC does not includes: supplying of coils,grill, body cover, blower motor. Rest all the parts are included in AMC.

#### **c. Desert coolers:**

Servicing of Desert coolers as per schedule, including supplying and fixing of any material (free of cost) needed for keeping the Desert coolers in functioning state all the time, work includes supplying water pump, Fan motor, Switches, Regulator, Grass and any consumable component if any, wiring (including supplying of wire).

#### **d. RO water purifier**

Servicing of RO water purifier and water cooler as per schedule, including supplying and fixing of filters, adopters, membrane, valves and other electronics items, push cock , ball cock, wiring and any other material (free of cost) needed for keeping the RO water purifier and water cooler in functional state and maintain TDS of drinking water within permissible limits all the time.

#### **e. Geyser**

Servicing of geyser as per schedule including supplying and fixing electric rod, thermostat, wiring and other material (free of cost) needed for keeping the geyser in functional state all the time.

#### **f. Refrigerator (Fridge)**

Servicing of refrigerator (Fridge) as per schedule including supplying and fixing condenser, thermostat, wiring, refrigerant (Gas) and other material (free of cost) needed for keeping the refrigerator in functional state all the time.

#### **g. EPBAX (Machine)**

Servicing of EPABX as per schedule including checking of EPABX machine , repairing of telephone instruments, telephone lines, switches and other material (free of cost) needed for keeping the EPABX system and intercom service in functional state all the time.

## 2 . Time schedule and periodicity of work for window/split type AC and Desert coolers

### a. Work to be carried out monthly basis:

- (i) Cleaning of filters of all the air conditioners to conserve the energy and checking of current drawn by each AC to know the healthy condition. A separate register needs to be maintained for monthly cleaning and regular entries cleaning regarding, therefore will mandatory be recorded and on the basis of which payment will be released.
- (ii) Cleaning of water tank of all the Desert coolers under the contract and checking for their proper functioning and submitting the report.
- (iii) Cleaning of water tank of all water coolers under the contract and checking for their proper functioning and submitting the report.

Note:- Repairing's, etc. is to be done immediately if on inspection any defect is found.

### b. Work to be carried out on quarterly basis:

All works to be carried out as pointed out in para 17 (a) along with the following:

- (i) Oiling of blower motor and ensuring that it is not abnormally heated up and working is OK.
- (ii) Checking of thermostat limits for proper temperature control, in case found defective to be replaced with new one.
- (iii) Tightening of all electrical connections.
- (iv) For desert coolers work is to be done as per its maintenance manual and it is to be ensured that desert coolers are functioning well.
- (v) The firm needs to be provide preventive maintenance of all the machine quarterly once and if required firms needs to check the machines any time without any charge.

### c. Works to be carried out yearly-.

- (i) All the works to be carried out as pointed out in para 17 (a) & (b) along with the following.
- (ii) Painting of each AC in complete including cover of the machine with synthetic enamel paint of suitable colour as required Minor repair of body and cover if needed to be done.
- (iii) Washing and cleaning: The contractor shall clean and wash any particular unit if required, one or more times.

**Note :** For the above maintenance work, material of all kinds, tools, plants, instruments, etc. if, needed the same will be arranged by the contractor at his own cost. Institute, will not provide anything to the contractor including consumable or non- consumable parts.

- d.** 1st monthly servicing to be done soon after award of the work and as per condition of award letter, and will be completed within 15 days of effectiveness of the award letter. During the 1st servicing minor repairing of body and cover and painting is to be done. After that painting is to be done on 4th quarterly servicing only.
- e.** For the ACs and desert coolers, which are found defective, only item rates as agreed will be paid to the contractor. No payment of servicing, washing, etc. will be paid upon, since the machines will be under AMC immediately after replacing the defective component, etc if any.
- f.** The contractor will hand over all the A.Cs and desert coolers in satisfactory running condition after completion of the contract.

### **3. Terms for Maintenance of Air Conditioners and Desert Coolers (Comprehensive maintenance with parts)**

- (i) All the components required for replacement will be of manufacturer's make or of equivalent quality of ISI mark.
  - (ii) The breakdown maintenance call shall have to be attended within four hours and the machine will have to be got functional within twenty-four hours failing which the firm has to arrange for the alternative system till it is repaired.
  - (iii) In case, if compressor needs to be replaced it will be replaced with new one or manufacturer repaired compressor. No cut weld/locally-repaired compressor will be accepted as replacement.
  - (iv) All systems will have to be overhauled once in a year and painted.
- The tenderer should see all the units installed in different locations physically.
  - Before tendering, the tenderer shall inspect the site to fully acquainted himself about the condition in regard to accessibility of the site, nature and extent of ground, working condition of site and locality including stacking of materials, installations of tools and plants (T&P) etc., conditions affecting accommodations and movement of labour etc. required for the satisfactory execution of the work contract. No claim whatsoever on such account shall be entertained by the Employer in any circumstances.
  - Earnest money will be forfeited if the contractor fails to commence the work as per letter of award.
  - After receiving of complaint it will be attend within six hours.
  - The quantity of telephone instruments for repairing can be decrease or increase as per the requirement of Institute.
  - If any instrument is not repaired within the stipulated time the firms should ready to replace by one till original instrument has not been repaired.

### **4. Terms for Photostat work :**

1. After awarding the work, the service provider must be installed Photostat machine with specified paper quality and labour within seven days.
2. If service provider fails to supply the work or use substandard material in time bound period, Institute will get the job done from outside on market rate and extra cost will be recovered from the service provider.
3. The rates are excluding all type of tax except GST, which is applicable as per Govt. of India Rule.
4. The service provider always use 75 GSM Paper.

**TO UNDERSTAND THE COMPLETE WORK, BIDDER MUST VISIT THE SITE (ccs National institute of agricultural marketing campus, Jaipur) BEFORE QUOTING THE RATE.**

\*\*\*\*

DECLARATION AND INDEMNITY UNDERTAKING

BY THE BIDDER

I .....age .....  
s/o Shri ..... resident  
of ..... on behalf of  
M/s ..... hereby confirms that I/we  
have fully understood the scope of work and all other requirements as per the  
given details in the Tender. We hereby agreed in general as well as special Terms  
and Conditions of the contract as detailed in the tender document. This offer is  
valid up to 90 days from the date of opening of the technical bid.

I undertake that the documents enclosed herewith are genuine and no  
material/facts have been concealed or suppressed. We have not been black listed  
by any Government organization in this field. We also understand that the  
contract is liable to be cancelled if found to be obtained through fraudulent means  
or by concealment of information/facts. We also certify that the price quoted in  
the price bid is reasonable and not more than as charged to other.

I on behalf of M/s ..... hereby  
agree and undertake that I have understood all the safety rules and procedures  
and all staff Technical & Non-Technical working on behalf of M/s  
..... will abide by all safety  
rules and procedures. I declare that I and M/s  
..... will be responsible for any safety  
violations/ accident etc. NIAM will not be responsible in case of any accident /  
incident and will not compensate financially or otherwise. I assure NIAM that  
enlisted Manpower deployment will be done at Venue of Event. I hereby declare  
that I am sole responsible on behalf of M/s..  
..... for giving such declaration.

.....Name  
..... Signature  
**(Signature of authorized representative of the firm)**  
**Stamp/ Seal of the firm**

Date:

Place:



## SECTION-V

### **Proforma for TECHNICAL BID for House-keeping and cleaning services**

S.No	Description	Details to be given by the Bidder
1.	Firm's name and full postal address	
2.	Name of the representative of the firm and his Telephone/Mobile No.	
3.	Date of Firm's Registration with details.	
4.	Firm's details (Corporate Body, Company, Proprietorship, Partnership etc.)	
5.	Service Tax Number	
6.	EPF Registration Number	
7.	ESI Registration Number	
8.	PAN Number	
9.	Labour License -----	
10.	GST Number	
11.	Present/past experience in the field (Pl. enclose the experience certificate.	Experience certificate should be enclosed
12.	Financial status i.e. Annual turnover details. (Audited accounts and balance sheet from CA and IT Return clearance certificates for last three financial year each shall be attached)	2018-19: Rs. ....  2019-20 : Rs. ....  2020-21 : Rs. ....
13	List of equipment's for mechanized cleaning	Should be attach separately

## SECTION-VI

### FINANCIAL BID

**Rates will be quoted for single quantity and actual quantity as per physical verification.**

**Financial Bid for :** Comprehensive Annual Maintenance Contract for smooth functioning of Window, Split, Tower A.Cs, Room Heater, Desert Coolers, Geysers and EPBAX ( Telephone Line) At CCS NIAM , Kota Road, Bamabala,Jaipur

**NOTE: No need to fill the financial bid here. You are required to submit BOQ in excel format online**

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Estimated Rate in Rs. P	BASIC RATE In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	4.00	5	6	13	53	55
1	Service Charges for one Supervisor, two Room Boy and 18 safaikarmchari total remuneration of 21 employees is Rs.3,75,229/- excluding GST ( GST as per applicable as per Govt. of India)	1.00	Nos	0.00		0.00	INR Zero Only
2	AMC of AC & Electrical items						
2.01	Window type 2.0 Tr	Each	Nos	0.00		0.00	INR Zero Only
2.02	Split type 1.5 Tr	Each	Nos	0.00		0.00	INR Zero Only
2.03	Split type 2.0 Tr	Each	Nos	0.00		0.00	INR Zero Only
2.04	Tower AC type 2.0 Tr	Each	Nos	0.00		0.00	INR Zero Only
2.05	Desert Cooler	Each	Nos	0.00		0.00	INR Zero Only

2.06	Geyser	Each	Nos	0.00		<b>0.00</b>	INR Zero Only
2.07	Fridge	Each	Nos	0.00		<b>0.00</b>	INR Zero Only
2.08	Water Cooler	Each	Nos	0.00		<b>0.00</b>	INR Zero Only
2.09	R.O.	Each	Nos	0.00		<b>0.00</b>	INR Zero Only
2.11	Heater	Each	Nos	0.00		<b>0.00</b>	INR Zero Only
2.12	Oil Heat Blower	Each	Nos	0.00		<b>0.00</b>	INR Zero Only
2.13	Deep Fridge	Each	Nos	0.00		<b>0.00</b>	INR Zero Only
2.14	Television Set	Each	Nos	0.00		<b>0.00</b>	INR Zero Only
2.15	<b>Comprehensive AMC of Telephone Instrument with EPBAX including internal line</b>	Each	Nos	0.00		<b>0.00</b>	INR Zero Only
3	<b>Linen Washing</b>						
3.01	Double Bed Cover	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
3.02	Single Bed cover	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
3.03	Double Bed Sheet	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
3.04	Single Bed Sheet	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
3.05	Pillow Cover	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
3.06	Towel Big	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
3.07	Towel Small	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
3.08	Curtain	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
3.09	Blanket or Quilt Cover	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
3.11	Woollen Blanket	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
3.12	Sofa Dry Clean Single Seater	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
3.13	Sofa Dry Clean Double Seater	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
3.14	Sofa Dry Clean Triple Seater	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
3.15	Mattress Single Bed	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only

3.16	Mattress Double Bed	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
4	<b>Photostat work</b>						
4.01	B/W Photo state singal side on 75 GSM Paper size - A-4	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
4.02	B/W Photo state both side on 75 GSM Paper size - A-4	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
4.03	Colour Photo state Single side on 75 GSM Paper size - A-4	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
4.04	Colour Photo state Both side on 75 GSM Paper size - A-4	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
4.05	B/W Photo state singal side on 75 GSM Paper Size Legal	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
4.06	Spiral Binding	1.00	Nos	0.00		<b>0.00</b>	INR Zero Only
<b>Total in Figures</b>						<b>0.00</b>	INR Zero Only
<b>Quoted Rate in Figures</b>			<b>Select</b>			<b>0.0000</b>	Zero Only
<b>Quoted Rate in Words</b>	<b>INR Zero Only</b>						

Signature of bidder  
Address and seal of firm if any

Place & Date:

NOTE:

1. Payment will be released after deducting TDS as per rules and penalty, if any.
2. **Quantity will be increase/decrease and declared at the time of placing work order.**

**DECLARATION**

**FOR NON-TAMPERING OF DOWNLOADED TENDER DOCUMENT FROM  
WEBSITE (<https://eprocure.gov.in>)**

“I.....(authorized signatory) hereby declare that the tender document submitted has been downloaded from the website <https://eprocure.gov.in> and no addition / deletion / correction has been made in the downloaded document. I also declare that I have enclosed a DD for Rs.....towards the cost of tender document fee and a DD for Rs. ....towards the EMD.

Place :

Signature of tenderer  
/Authorized Signatory

Date:

Name of the Tenderer

Seal of the Tenderer

**DECLARATION**

**FOR NO NEAR RELATIVE (S) OF THE CONTRACTOR WORKING IN CCS NIAM  
Jaipur**

I.....s/o..... r/o..... hereby certify that none of my relative(s) as defined in the tender document no : \_\_\_\_\_ dated : \_\_\_\_\_ is/are employed in CCS NIAM Jaipur, as per details given in tender document. In case at any stage, it is found that the information given by me is false/incorrect, CCS NIAM Jaipur shall have the absolute right to take any action as deemed fit/without any prior intimation to me.

**Signed** \_\_\_\_\_

**Name (in Block Letters)** \_\_\_\_\_

**Position** \_\_\_\_\_

**Date** \_\_\_\_\_

**Seal of the bidder**

The near relatives for this purpose are defined as:

- a) Members of a Hindu undivided family.
- b) They are husband and wife.
- c) The one is related to the other in the manner as father, mother, son(s) and Sons wife (daughter in law), Daughter(s) and daughters husband (son in law), brother(s) and brothers wife, sister(s) and sisters husband(brother in law)

## PERFORMANCE SECURITY GUARANTEE BOND

1. In consideration of the President of India (hereinafter called the „Purchaser“ ) having agreed to exempt (hereinafter called „the said contractor(s)) from the demand under the terms and conditions of an agreement/Advance Purchase Order No. \_\_\_\_\_ dated \_\_\_\_\_ made between \_\_\_\_\_ and \_\_\_\_\_ for the supply of\_(hereinafter called “the said agreement”), of security deposit for the due fulfilment by the said contractor(s) of the terms and conditions contained in the said Agreement, on production of the bank guarantee for \_\_\_\_\_ we, (name of the bank) \_\_\_\_\_ (hereinafter refer to as “the bank”) at the request of \_\_\_\_\_ (contractor(s)) do hereby undertake to pay to the purchaser an amount not exceeding \_\_\_\_\_ against any loss or damage caused to or suffered or would be caused to or suffered by purchaser by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.
2. We (name of the bank) \_\_\_\_\_ do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the purchaser by reason of breach by the said contractor(s)“ of any of the terms or conditions contained in the said Agreement or by reason of the contractor(s)“ failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of the purchaser in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding\_.
3. We undertake to pay to the purchaser any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/supplier(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s)/supplier(s) shall have no claim against us for making such payment.
4. We (name of the bank) \_\_\_\_\_ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the purchaser under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till \_\_\_\_\_ (office/Department) purchaser certifies that the terms and conditions of the said Agreement have been fully or properly carried out by the said contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of 15 months (as specified in P.O.) from the date hereof, we shall be discharged from all liabilities under this guarantee thereafter.
5. We (name of the bank) \_\_\_\_\_ further agree with the purchaser that the purchaser shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary and of the terms and conditions of the said Agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time

any of the powers exercisable by the purchaser against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance, act or omission on the part of the PURCHASER or any indulgence by the PURCHASER to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/supplier(s)
7. We (name of the bank) \_\_\_\_\_ lastly undertake not to revoke this guarantee during its currency except with the previous consent of the PURCHASER in writing.

Dated the \_\_\_\_\_ day of \_\_\_\_\_

for

\_\_\_\_\_

(indicate the name of the bank)