

# **Directorate General of Civil Aviation**

**NOTICE INVITING TENDERS**  
**FOR PROVIDING**  
**HOUSEKEEPING SERVICES**

**at**

**DGCA, Opp. Safdarjung Airport,**  
**Aurobindo Marg, New Delhi**

**&**

**Central Examination Organisation,**  
**R.K.Puram, New Delhi**

**F.No.21014/03/2017-General**  
**Government of India**  
**Directorate General of Civil Aviation**

**Dated 11<sup>th</sup> May, 2017**  
Opposite Safdarjung Airport,  
Aurobindo Marg, New Delhi-110003

To,

**Subject: - e-Tender for outsourcing of Housekeeping services (01no Supervisor and 18nos Housekeeping Personnel)**

<b>Critical Dates and Information</b>		
<b>S. No.</b>	<b>Description</b>	<b>Dates</b>
<b>1</b>	Notice Inviting Tender Start Date and Time	12-May-2017 at 01:00pm
<b>2</b>	Document Download Start Date and Time	12-May-2017 at 01:30pm
<b>3</b>	Pre-bid conference Date and Time	19-May-2017 at 03.00pm
<b>4</b>	Pre-bid conference Place	Conference Room, DGCA
<b>5</b>	Bid Submission Start Date and Time	22-May-2017 at 03:00pm
<b>6</b>	Bid Submission End Date and Time	02-June-2017 at 06:00pm
<b>7</b>	Tender (Technical Bid) Opening Date and Time	05-June-2017 at 11:30am
<b>8</b>	Tentative Contract Period	01-07-2017 to 30-06-2018
<b>9</b>	Purchaser of Services	Directorate General of Civil Aviation
<b>10</b>	EMD money	Rs.70,000/-
<b>11</b>	EMD money Instrument	Demand Draft from any scheduled commercial bank or nationalized bank

**Note:-**

1. E-Tender are invited under two bid systems i.e. Technical and Financial Bid for providing housekeeping services (1 Supervisor & 18 Housekeeping Personnel) in the office of Director General of Civil Aviation, New Delhi and Central Examination Organisation, New Delhi for a period of One Year from the date of contract.

2. If at any stage it is found that any of the details / documents furnished by the bidder are false/ misleading/fabricated, he/she would be liable to legal action and forfeiture of the Earnest money deposit. Also, any bid with **NIL/N.A./BLANK/ZERO service charge** will summarily be rejected.

3. **Interested parties may view and download the tender document containing the detailed terms & conditions, free of cost from the website <http://eprocure.gov.in/eprocure/app>.**

**Sd/-**  
**Deputy Director of Administration,**  
**For Directorate General of Civil Aviation**

## **(I) Instructions for Online Bid Submission:**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <http://eprocure.gov.in/eprocure/app>.

### **REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

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## **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Bidders may refer to the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of

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the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. 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.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.
- 11) Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
- 12) The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.
- 13) The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
- 14) The bidders are requested to submit the bids through online e-Procurement system to the TIA well before the bid submission end date and time (**as per Server System Clock**).

#### **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a

tender or the relevant contact person indicated in the tender.

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232.

## **(II) INSTRUCTIONS TO BIDDERS**

### **1. GENERAL:-**

The present tender is being invited for Housekeeping services under which the contractor shall provide uniformed and trained personnel and will use its best endeavors to provide housekeeping of building, equipments, materials and staff as specified in the SCOPE OF WORK in DGCA & CEO, RK Puram premises. However, DGCA is the sole purchaser of services for this contract.

### **2. ELIGIBILITY/QUALIFICATION OF BIDDERS:-**

**2.1.** The bidder should have the experience of completion of at least three similar works in three different years in any of the Central Government Ministry or Departments/Autonomous Body/Public Sector Undertakings of the Government of India.

**2.2.** The Bidder, to qualify for the award of contract, shall submit a written power of attorney authorizing the signatories of the bid to participate in the bid.

**2.3.** The bidder has to specify following details as well:-

**2.3.1.** Memorandum of Understanding shall be provided in case the Bidder comprises of Joint venture/Consortium/Partnership.

**2.3.2.** Nomination of one of the members of the partnership, consortium or joint venture to be in charge and this authorization shall be covered in the power of attorney signed by the legally authorized signatories of all members of consortium/joint venture/partnership firm;

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

**2.4.** The bidder shall submit full details of his ownership and control or, if the Bidder is a partnership, joint venture or consortium, full details of ownership and control of each member thereof.

**2.5.** Bidder or members of a partnership, joint venture or consortium shall submit a copy of PAN card No. under the Income Tax Act.

**2.6.** Bidder must submit ONLINE copies of all documents required, duly self-attested, along with technical bid of the tender.

**2.7.** Each Bidder (each member in the case of partnership firm/joint venture/consortium) or any associate is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission has been or will be paid and that the tender price will not include any such amount. If the DGCA subsequently finds to the contrary, the DGCA reserves the right to declare the Bidder as non-compliant and declare any contract if already awarded to the Bidder to be null

and void.

**2.8.** Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.

### **3. ONE BID PER BIDDER:-**

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

### **4. COST OF BID:-**

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

### **5. VISIT TO DGCA:-**

The bidder is required to provide housekeeping services to DGCA & CEO, RK Puram and is advised to visit and acquaint himself with the operational system. The costs of visiting shall be borne by the bidder. However, submission of bid shall be deemed to imply that the bidder has made himself completely aware of the requirements and operational conditions.

### **6. TENDER DOCUMENTS:-**

#### **6.1. Contents of Tender Documents.**

**6.1.1.** The Tender Invitation Document has been prepared for the purpose of inviting tenders for providing Security Services. The Tender document comprises of:

(a) Notice of Invitation of Tender

(b) Terms and Conditions

(c) Instructions to bidder

(d) Scope of Work (SoW)

(e) Annexure (1 to 11) including Technical Bid and Financial Bid

**6.1.2** The bidder is expected to examine all instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender not substantially responsive to the Tender document in every respect will be at the bidder's risk and may result in rejection of his bid.



**6.1.3** The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender document.

## **6.2. PRE-BID CONFERENCE:-**

If any bidder has any doubt about the meaning of anything contained in the Tender document, he/she shall seek clarification in pre-bid conference at Conference hall, DGCA which will be held as per the schedule of the tender notice. Any such clarification, together with all details on which clarification had been sought, will also become the addendum to the existing tender document and it will form part and parcel of the original tender document and which, in turn, will be published on e-tendering portal (central public procurement portal). All communications between the bidder and DGCA shall be carried out in writing.

## **6.3. CLARIFICATION OF TENDER DOCUMENT**

**6.3.1.** The bidder shall check the pages of all documents against page number given in indexes and, in the event of discovery of any discrepancy or missing pages the bidder shall inform the Section Officer, General Section, DGCA.

**6.3.2.** Except for any such written clarification by DGCA, which is expressly stated to be an addendum to the tender document issued by the General Section of DGCA, no written or oral communication, presentation or explanation by any other employee of DGCA shall be taken to be part of conditions of tender and shall not bind DGCA or fetter the DGCA under the contract.

**6.3.3.** Any bid of the bidder is liable to be rejected, summarily if the proposed bid is found to be deviated from the terms and conditions mentioned in the notice inviting tender.

## **7. PREPARATION OF BIDS**

### **7.1. Language**

Bids and all accompanying document shall be in English OR in Hindi. In case any accompanying documents are in other languages, it shall be accompanied by an English translation. The English version shall prevail in matters of interpretation.

### **7.2. Documents Comprising the Bid**

Tender document issued for the purposes of tendering as described in Clause 6.1 and any amendments issued shall be deemed as incorporated in the Bid.

**7.2.1.** The bidder shall, on or before the date given in the Notice Inviting Tender, submit his bid online.

**7.2.2.** One copy of the Tender document and Addenda, if any, thereto with each page signed and stamped shall be annexed to acknowledge the acceptance of the same.

**7.2.3.**The Bidder (each member in case of joint venture/consortium/partnership firms) shall furnish the details regarding total number of works completed in preceding three years, which were similar in nature and complexity as in the present contract requiring supply of trained manpower to provide Housekeeping Services.

### **7.3. BID PRICES:-**

Bidder shall quote the rates in Indian Rupees for the entire contract on a 'single responsibility' basis such that the Tender price covers contractor's all obligations mentioned in or to be reasonably inferred from the Tender document in respect of the Housekeeping Services at DGCA, Opp Safdarjung Airport & CEO, RK PURAM. This includes all the liabilities of the contractor such as cost of uniform and identity cards of personnel deployed by the contractor and all other statutory liabilities like Minimum Wages, ESI, PF contributions, service charges, all kinds of taxes etc. which should be clearly stated by the contractor.

**7.3.1.**The rates quoted by the bidder should have wage structure as specified in the financial bid annexed in the tender document.

**7.3.2.**Conditional bids/offers will summarily be rejected. Also, the bids which are not conforming to terms and conditions of the tender document are liable for rejection out rightly.

**7.3.3.**In case of revision of minimum wages, bidder has to pay its employees employed at DGCA premises & CEO, RK Puram as per the latest minimum wages circular issued by Government of NCT Delhi. However, bidder will be solely responsible for claiming the revised due from DGCA in accordance with the revised minimum wages circular issued by Government of NCT Delhi.

**7.3.4.**Any bid with zero/NIL/N.A./blank service charge will be rejected summarily and DGCA will not be held responsible, whatsoever, for any clarification on rejection of bid.

### **7.4. CURRENCIES OF BID AND PAYMENT-**

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

### **7.5. DURATION OF CONTRACT:-**

**7.5.1.**The contract will be valid initially for ONE YEAR.

**7.5.2.**DGCA reserves the right to curtail, depending on the decision taken by competent authority, if any, the contract if the services were not found satisfactory.

**7.5.3.**DGCA may extend the contract on mutual consent on same rates and same terms and conditions, if the housekeeping services provided by contractor are satisfied. Such extension, in any case, cannot be more than

two extensions of one year each.

**7.6. EMD money:-**

The contractor shall deposit EMD money (Earnest Money Deposit) for an amount of **Rs.70,000/-(Rupees Seventy Thousand only) (equivalent to 2% of the approximate tender value)** in the form of an Account Payee Demand Draft in favor of **PAO, DGCA, MCA** payable at NEW DELHI. The EMD money will remain valid till the time the bid is valid. EMD money of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity. The Hard Copy of original instruments (Demand Draft) in respect of earnest money must be delivered to the Reception, DGCA, Opp. Safdarjung Airport, New Delhi-110003 on or before last date of bid submission date/time as mentioned in critical date sheet in an envelope super-scribed "EMD money for HOUSEKEEPING SERVICE at DGCA, New Delhi & CEO, RK Puram".

**7.6.1.**Any bid not accompanied by EMD money shall be rejected.

**7.6.2.**EMD money so deposited shall not carry any interest.

**7.6.3.**EMD money of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity.

**7.6.4.**EMD money of the successful bidder shall be returned on receipt of **Performance Security** in the form of bank demand draft of amount which is **equivalent to 10% of the total tender value** in the favor of "**PAO, DGCA, MCA** payable at **NEW DELHI**". Successful bidder is solely responsible to furnish performance security in the form of bank demand draft. However, any deviation during the tender by successful bidder, the performance security will be forfeited.

**7.6.5.**EMD money shall be forfeited if the bidder withdraws his bid during the period of Tender validity. However, the bids will be valid for a period of 90 days from the opening of the bids.

**7.6.6.**Successful bidder has to take charge of the services within a period which cannot be more than 45 days from the date of issue of award letter. However, the date of taking charge of services will be intimated to the successful bidder. Also, successful bidder has to furnish the acceptance of the award letter issued to him/her within 15 days from date of issue of award letter.

**7.6.7.**EMD money shall be forfeited if the successful bidder refuses to execute the Contract or fails to furnish the required Performance Security within the time frame specified by the DGCA.

**7.6.8.**DGCA will be not held responsible to pay any interest, whatsoever, on EMD money and performance security.

**7.7. FORMAT AND SIGNING OF BID:-**

**7.7.1.**The bidder shall submit one copy of the Tender document and addenda, if any, thereto, with each page of this document signed and stamped to confirm the acceptance of the terms and conditions of the tender by the bidder.

**7.7.2.**The documents comprising the bid shall be printed or written in indelible ink and all pages of the bid shall be signed by a person or persons duly authorized to sign on behalf of the bidder. All pages of the bid, where entries or amendments have been made, shall be signed by the person or persons signing the bid.

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

**7.8. SUBMISSION OF BIDS:-**

**7.8.1.**The bidder shall submit the Technical Bid and the Financial Bid online on central public procurement portal.

**7.8.2.**The submission of bids will imply that bidder has acquainted himself with the operational conditions of DGCA and has acquainted with terms and conditions of tender document, notice inviting tender, addendum, and corrigendum, if any.

**7.1.1** The bid should be submitted online in two packets only :-

**a) Technical Bid**

- 1)**Scanned copy of EMD.
- 2)**Self attested scan copy of PAN No. card of firm under Income Tax Act, Service Tax Registration Number, Valid Registration No. of the Agency/Firm.
- 3)**Self attested scan copy of valid Employee Provident Fund Registration Number, valid ESI Registration Number.
- 4)**Scanned and signed copy of last three years (FY2014-15, FY2015-16, FY2016-17) income tax returns and Proof of Annual turnover for the same supported by audited Balance Sheet.
- 5)**Signed and Scanned copy of proof of experience supported by documents from

the concerned Government organizations

6) Signed & scanned copy of Annexure 1,2,3,4,6.

7) Signed and scanned copy of Sales Tax Registration certificate, VAT Certificate, TIN certificate.

8) Scanned copy of all documents mentioned in Annexure-1 (other than SI No. 1-7)

**b) Financial Bid**

1) Price Bid

**7.8.3.** The financial Bid should be submitted online and only highlighted fields must be filled and no values must be entered in the fields other than highlighted fields.

**7.8.4.** The bids shall remain valid and open for acceptance for a period of 90 days from the last date of submission of tender.

**8. Late and Delayed Tenders:-**

**8.1.** Bids must be submitted in the portal of central public procurement portal well before the last date of submission of bid. DGCA may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of DGCA and the Bidder will be the same.

**8.2.** Any error occurred at the time of submission of the bids, as stipulated above, shall not be the responsibility of DGCA and any incomplete bid in any form will summarily be rejected.

**9. BID OPENING AND EVALUATION:-**

**9.1. BID OPENING**

**9.1.1.** The authorized representatives of the DGCA will open the Technical Bids. However, any bidder wishes to attend can do so without giving any prior intimation and also, if any bidder(s) fail to attend, DGCA is not responsible for this whatsoever.

**9.1.2.** The bid of any bidder who has not complied with one or more of the conditions prescribed in the terms and conditions will be summarily rejected.

**9.1.3.** Conditional bids will also be summarily rejected.

**9.2. RIGHT TO ACCEPT/REJECT BIDS:-**

**9.2.1.** Normally, the tender will be awarded to the lowest bidder. However, DGCA is not bound to follow this in any situation whatsoever. Also, DGCA is not bound to accept

the lowest or any bid and may at any time by notice in writing to the bidders terminate the tendering process.

**9.2.2.** DGCA may terminate the contract or cancel the award letter if it is found that the contractor is black listed on previous occasions by the any of the Central or State Government/Departments/Institutions/Local Bodies/Municipalities/Public Sector Undertakings, etc.

**9.2.3.** Also, contractor has to submit an undertaking stated in a prescribed format as mentioned in annexure.

**9.2.4.** DGCA may cancel the award of contract in the event of the successful bidder fails to furnish the Performance Security or fails to execute the agreement within the time specified.

**9.2.5.** In case any attempt is made by vendor to bring pressure towards DGCA's decision making process, such vendor shall be disqualified for participation in the present tender. Also, any act on the part of the tenderer to influence anybody in DGCA is liable to rejection of his tender.

**9.2.6.** Upon verification, evaluation / assessment, if in case any information furnished by a vendor is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained.

## **10. Award of Contract:-**

**10.1.** DGCA will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.

**10.2.** DGCA will communicate the successful bidder by mail and fax provided and will be confirmed by letter sent to successful bidder by registered post/speed post that his bid has been accepted. This letter (hereinafter and in the condition of contract called the "Award of Contract (AoC)" shall prescribe the duration of contract and the amount which DGCA will pay to the contractor in consideration of the execution of services by the contractor as prescribed in the contract.

**10.3.** The successful bidder will be required to execute an agreement in the form specified in Annexure-E within a period of 30 days from the date of issue of Award of Contract.

**10.4.** The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of "Award of Contract (AoC)" for an amount which is equivalent to 10% of the total tender value in the form of bank demand draft in favor of **PAO, DGCA, MCA** payable at **NEW DELHI**.

**10.5.** Failure of the successful bidder to comply with the requirements of any clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of EMD money.

### **(III) TERMS AND CONDITIONS**

1. The manpower engaged should be trained. It will be the sole responsibility of the contractor that the men engaged are trained and the Department will not be liable for any mishap, directly or indirectly.
2. All the consumables and disposables required for cleaning and housekeeping are to be procured by the contractor. All consumables and disposables should be eco-friendly and of reputed quality.
3. Mechanized equipments, wherever required if any, will be procured by the contractor as determined by the Department.
4. The cleanliness will be periodically checked by an authorized officer of DGCA based on certain objective criteria which are decided to measure level of cleanliness and the contractor has to abide by those criteria.
5. The Department reserves the right to cancel or reject all or any of the tender without assigning any reason.

#### **6. Penalty Clause**

**(a)** Any damage or loss caused by contractor's persons to DGCA in whatever form would be recovered from the contractor and in case of severe damages as decided by Head of DGCA to the property of DGCA will be liable to be recovered from contractor and no ceiling will be observed in levying the penalty in such cases.

**(b)** In case any of contractor's personnel(s) deployed under the contract is (are) absent, a penalty of Rs.1,000/- per person absent per day shall be levied by DGCA and the same shall be deducted from the contractor's bills.

**(c)** In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned in point 6 shall be levied.

**(d)** In case the contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, Department reserves the right to impose the penalty as per clause 6.

**(e)** In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned in point 6(b) shall be levied.

7. DGCA shall have the right, within reasonable and legitimate directions but not limited to conditions like not behaving courteously, maintain decorum etc., to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation to DGCA.

8. DGCA shall have the right to ask for the removal of any person of the contractor, who is not found to be competent and orderly in the discharge of his duty.

9. The selected bidder should be registered with the concerned authorities of Labour Department under Contract Labour (R&A) Act 1970 and Delhi Works Contract Act. (Wherever applicable).

10. The person deployed for the job must be trustworthy, skilled, trained and of good



character employees of the approved vendor for all purposes and DGCA will have no liability regarding any matter concerning to their salaries, other payments, welfare, uniform etc. Hence the staff of the vendor will have no right to claim on DGCA in any respect, of employment or any legal compensation in case of any injury, disability or death, while on duty in DGCA as part of this service/job contract. Hence, all liabilities arising out of accident or death while on duty shall be borne by the contractor.

**11.** The person so provided should be on the permanent roll of the company and their antecedents should be pre-verified by the Police authorities. An attested copy of the antecedents/police verification of each person shall be submitted to DGCA before deployment for work.

**12.** Under the terms of their employment agreement with the Contractor the Security staff shall not do any professional or other work for any consideration whatsoever or otherwise either directly or indirectly within the contract period, except for and on behalf of the Contractor.

**13.** The contractor shall deploy his personnel only after obtaining DGCA approval duly submitting curriculum vitae (CV) of these personnel, DGCA shall be informed at least one week in advance and contractor shall be required to obtain DGCA's approval for all such changes along with their CVs.

**14.** The staff engaged by the contractor shall not accept any gratitude or reward in any shape whatsoever.

**15.** The Vendor shall at his own cost comply with all the statutory provisions, laws, rules, orders, notifications, etc. whether issued by Central or State or Local Government as applicable to him and to this contract from time to time while discharging his responsibilities under this contract and indemnify the Department against any loss which accrues to the Department directly or indirectly on account of commission/ omission of his responsibilities under this contract.

**16.** The contractor shall have his own Establishment/Setup/Mechanism, etc. at his own cost in Delhi to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.

**17.** The contractor shall engage the men/women whose age shall be between 18-50 years. Employment of child labour will lead to the termination of the contract, without any notice at the costs, risks and responsibilities of the vendor.

**18.** The contractor shall be responsible to provide immediate replacement to take place of any staff engaged by him, who is not available for duty at the place of posting and such other additional staff as may be required for additional area for which prior information have been given.

**19.** The Contractor will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of DGCA. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, if any, should be shown. The Contractor has to give an undertaking (on the format), duly countersigned by the concerned official of the Department, regarding payment of wages as per rules and laws in force, before receiving the 2<sup>nd</sup> payment onwards. Refer payment checklist for this.

**20.** In case any workman suffers any injury or meets with any accident while performing duty, the liability under Workmen's Compensation Act or any other Law shall be borne fully by the Vendor and DGCA shall not be liable for any claim for damages or compensation.

**21.** DGCA shall not be responsible for any claim, whatsoever, against the Vendor from third party sources including claims, if any, from the men employed by the Vendor under this Contract.

**22.** Vendor shall be fully responsible and liable if any person engaged/planned to be engaged by him for the purpose of this Contract is involved in any unlawful activity including theft, pilferage, sabotage, terrorism etc. during their presence in DGCA, under the provisions of this Contract. The Vendor shall be required to certify that persons deployed by him are not involved in any unlawful activity including theft, pilferage, sabotage; terrorism etc and he shall be fully responsible for their conduct. Vendor should also obtain entry passes, gate passes for the persons deployed by him for work, from the concerned department of DGCA through its Section in charge.

**23.** The contractor will not be held responsible for the damages/sabotage caused to the property of DGCA due to the riots/mobs attack/armed dacoit activities or any other event of force majeure.

**24.** The personnel supplied have to be extremely courteous with very pleasant mannerism in dealing with the Staff/visitors, especially with female staff/visitors and should project an image of discipline. DGCA shall have right to have any person moved in case of staff/visitor complaints or as decided by competent authority of DGCA, if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.

**25.** For successful implementation of the terms and conditions of this agreement, the staff employed by the Vendor shall be subject to inspection by the authorized officers of DGCA at the discretion of DGCA and the Vendor shall be under obligation to assist in such exercise, whenever desired.

**26.** The Vendor shall ensure that DGCA property is not damaged due to his staff's carelessness or through use of any material/methods etc. and in case of any damage or loss, the Vendor shall be liable to make good the loss. The decision of competent authority of DGCA as to the quantum and value of damage/loss and the extent of recovery to be made from him, shall be final and binding on the Vendor.

**27.** Decision of DGCA regarding satisfactory completion of the job will be final & binding on the Vendor. If the work is not found satisfactory then the Vendor may be asked to redo the work at no additional cost to DGCA. The Vendor shall be bound by any such decision/direction of DGCA officials.

**28.** Failure to comply with the conditions governing this Contract, unsatisfactory work/workmanship shall subject the Vendor liable for Penalty and Termination of Contract.

**29.** The vendor must pay salary to its employees as per the payment of Minimum Wages Act. It should be inclusive of dearness allowance, increase from time to time. Revision of wages will be in accordance with the wages revised by Govt. of NCT of Delhi from time to time. However, vendor will be liable to claim the monthly bill in

accordance with minimum wages prescribed by Govt. of NCT of Delhi.

**30.** If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the contractor. DGCA will not be liable to pay these types of demands in any case whatsoever.

**31.** DGCA shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The Department does not recognize any employee-employer relationship with any of the workers of the contractor. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel/staff shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the court as and when required.

**32.** The vendor has to submit challans for ESI and EPF of deployed staff at DGCA along with monthly bill. The vendor has to fulfill this condition for obtaining the payment of bill(s).

**33.** The contractor shall be liable and responsible to provide all the benefits as per the statutory provisions viz. Provident Fund, ESI, Bonus, Leave, etc. to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within seven days of close of every month. Giving particulars of the employees engaged for the sanitation works, is required to be submitted to the Department. In any eventuality, DGCA will not be liable to pay/reimburse any amount whatsoever to any employee claiming any underpayment or else. Also, DGCA is liable to pay the amount which agreed upon the execution of contract and apart from this any claims by contractor or employee of the contractor will be rejected out rightly.

**34.** Every employee so engaged by the contractor shall wear uniform and a badge wearing his/her name, while on duty. The said uniform and badge shall be provided by the contractor at his own cost and No extra payment shall be claimed by vendor from DGCA for such items. Uniform to be specified once the tender is finalized and awarded to successful bidder.

**35.** The contractor shall ensure that its personnel shall not at any time, without the consent of DGCA in writing divulge or make known any trust, accounts matter or transaction undertaken or handled by DGCA and shall not disclose to any information about the affairs of DGCA. This clause does not apply to the information, which becomes public knowledge.

**36.** If any work which cannot be done at the DGCA premises that component of work shall be allowed to be done outside at the sole costs, risks and responsibilities of the vendor. In this regard, all the costs such as labour, transportation etc. shall be borne by the vendor.

**37.** That in the event of any loss occasioned to DGCA, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by DGCA, the said loss can claim from the contractor up to the value of the loss. The decision of

the Head of DGCA will be final and will be binding on the contractor.

**38.** Working hours consist of 8 hours excluding lunch break of half an hour for all housekeeping staff including the Manager/Supervisors. Prolong duty hours (more than 8 hrs. at a stretch) shall not be allowed. No payment shall be made by DGCA for double duty, if any.

**39.** The vendor's staff shall perform their duties at the DGCA premises with due diligence and take all precautions to avoid any loss or damage to the government property/person. The vendor will be solely liable for all matters of any indiscipline, theft, indecent behavior, official misconduct, loss or damage to any person or persons or government property at the premises.

**40.** Supervisor/persons/staff should be equipped with mobile phones so that they are available during working hours as per their duty roster and they shall not leave their place of duty without the prior permission of the authorized officer of DGCA.

**41.** In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff will move in their areas of responsibility. The contractor will deploy supervisors as per the need given by DGCA. The supervisor shall be required to work as per the instructions of DGCA.

**42.** The vendor must deploy adult (age more than 18 years), healthy, free from any illness and well trained staff only for this job.

**43.** Be it private or public areas, all the workers are liable to be frisked/ checked by the security personnel at DGCA premises, both while entering and leaving the premises.

**44.** "NOTICE TO PROCEED" means the notice issued by DGCA to the contractor communicating the date on which the work/services under the contract are to be commenced.

**45.** If the contractor is a joint venture/consortium/group/partnership of two or more persons, all such persons shall be jointly and severally liable to the Department for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as leader with authority to sign. The joint venture/consortium/group/partnership shall not be altered without the approval of the Department.

**46.** The contract period shall be twelve months from the date of the commencement of contract (as mentioned in Notice to Proceed or award of contract letter).

**47.** During the course of contract, if any of contractor's personnel are found to be indulging in any corrupt practices causing any loss of revenue to the Department shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee.

**48.** In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract. DGCA will not be liable to pay any amount whatsoever apart from that has agreed upon in the agreement. The list of staff going to be deployed shall be made available to DGCA and if any change is required on part of DGCA fresh list of staff shall be made available by the contractor after each and every change.

**49.** The contractor shall indemnify and hold the Department harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.

- 50.** The vendor staff can also be used for other small services like shifting of office equipments/furniture etc. in the office premises etc. apart from housekeeping services on the direction of General Section, if situation demands so.
- 51.** Only physically/mentally fit personnel shall be deployed for duty by the contractor.
- 52.** The contractor shall ensure that the Sanitation/Housekeeping staff shall not take part in any staff union and association activities.
- 53.** DGCA shall not be responsible for providing residential accommodation to any of the personnel of the contractor.
- 54.** If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by DGCA from the contractor.
- 55.** If any underpayment is discovered, the amount shall be duly paid to the contractor by DGCA.
- 56.** The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by DGCA.
- 57.** The contractor will have to deposit the proof of depositing employee's contribution towards PF/ESI etc. of each employee in every month along with bill (refer payment checklist).
- 58.** The contractor shall disburse the wages to its staff deployed in the Department on or before 5<sup>th</sup> of every month through ECS or by Cheque or any other means as desired by the employee of the contractor in the presence of any authorized officer of DGCA.
- 59.** The vendor should quote for all items/works and agree to the terms and conditions of the tender without any addition/ alterations failing which the quote of the vendor will be summarily rejected.
- 60.** Each page of the tender document should be signed and stamped by the vendor before uploading to the CPP portal.
- 61.** Tenders containing omissions and alterations are liable to be rejected. Where corrections are necessary, the same must be made in ink and all such corrections are to be attested by full signature of the authorized person(s) of vendor and dated.
- 62.** The bidder shall treat the contents of the tender documents as private and confidential.
- 63.** In the event of the vendor's business or if any of its concerned division is taken over/bought over by another party, all the obligations and execution responsibilities under the tender/contract with DGCA shall be passed on for compliance to that new party, inheriting business operations from earlier assigned party/agency.
- 64.** The vendor should not assign or sublet or subcontract the contract or any part of it to any other agency. The penalty for non-compliance shall be revoking the contract and encashment of the Performance Security Deposit.
- 65.** Incomplete and unsigned bids are liable to be rejected and no correspondence about such cases shall be entertained by DGCA.
- 66.** DGCA will deduct Income Tax at source under Section 194-C of Income Tax Act from the contractor at the prevailing rates of such sum as income tax on the income comprised therein.
- 67.** DGCA also reserves the right to modify/relax any of the terms & conditions and/or

cancel the tender without assigning any reason.

**68.** No Payment will be made for the machines, tools and appliances to be brought in by the vendor for providing the services mentioned in this tender.

**69.** DGCA reserves the right to reject the lowest tender or any other tender or all the tenders and /or to accept any tender either in whole or in part without assigning any reason whatsoever and to cancel the bidding process at any time prior to award of contract without thereby causing any liability to the affected vendor or vendors or anybody else. The decision of the DGCA in this regard shall be final & binding on all the participating vendors.

**70. OBLIGATION OF THE CONTRACTOR:-**

The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.

**71.** Also, contractor's monthly bill will be liable for deduction of TDS as per the rates specified by the tax laws of India.

**72.** Materials to be brought in by the vendor. No other payment will be made to the vendor for the materials except given in **Financial Bid**. The vendor must also keep and maintain Two-week's buffer stock in advance to ensure the availability of the cleaning material at all the time. Vendor should submit an undertaking on affidavit that the company/firm has not been black listed by any court of law or any Central Govt./State Govt./Central Autonomous bodies/PSU and in future if it takes place the vendor shall be liable to inform DGCA forthwith. In such a case, the contract would be terminated.

**73.** The decision of DGCA arrived during the various stages of the evaluation of the bids is final and representation of any kind shall not be entertained on the above.

**74.** In case the contractor is found in-breach of any condition(s) of tender or work order, at any stage during the course of contract period, the legal action as per rules/laws, shall be initiated against the vendor and Performance Security Deposits shall be forfeited.

**75.** DGCA reserves the right for discontinuation of the service at any time by giving one month's notice if the services are found to be unsatisfactory and also DGCA has the right to award the contract to any other agency at the costs, risks and responsibilities of the current agency and excess expenditure incurred on account of this could be recovered from the Performance Security Deposit or pending bill or by raising a separate claim on defaulting service provider agency.

**76. Indemnification:**

DGCA will not be responsible for any injury or losses sustained by agency's personnel during the performance of their duties and also for any damages or compensation due to any dispute between the agency and its workers. With all the liabilities arising out of any provisions of the labour laws / Acts / enactments / instructions in-force or enacted from time to time during the duration of this agreement, shall be the responsibility of

the agency. Furthermore, the agency shall be responsible for the payment of compensation, insurance or other claims of its employees or any other kind what so ever. DGCA will not be responsible of being a principal employer for the employees deployed on the work by the agency. DGCA will not be responsible for any misinterpretation of terms and conditions or wrong assumption by the vendor.

**77. Force Majeure:**

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

**78. Definition for default:**

Default is said to have occurred:

- I. If the selected vendor fails to deliver any or all of the services within 15days from the date of award of contract or any other date during the period of the contract, if any, the notice period shall commence automatically.
- II. If the selected vendor fails to deliver any or all of the services after the notice period is initiated at any point of time during the contract, the contract will be liable for termination in the event of expiry of 15days from the date of notice period is commenced.

**79. DISPUTE RESOLUTION:-**

a. Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorities' representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by DGCA, Opp. Safdarjung Airport, New Delhi.

b. The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.

c. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Delhi/New Delhi only.

**80. Applicable Law**

**80.1.** The Contract shall be governed by the laws and procedures established by Government of India, within the frame-work of applicable legislations and enactments made from time to time concerning such techno commercial dealings/processing.

**80.2.** All disputes in this connection shall be settled in Delhi jurisdiction only.

**80.3.** DGCA reserves the right to cancel this tender or modify the requirement.

**80.4.** DGCA also reserves the right to modify/relax any of the terms & conditions of the tender by declaring / publishing such amendments in a manner that all prospective vendors / parties to be kept informed about it.

**80.5.** DGCA in view of projects requirement may reject any tender(s), in which any prescribed condition(s) is/are found incomplete in any respect and at any processing state.

**80.6.** Vendor has to follow all the provisions mentioned under Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employer's Liability Act, 1938, the Workmen Compensation Act, 1923, Industrial Disputes Act, 1947 and the Maternity Benefit Act, 1961, Delhi Shops and essential Act or any modification thereof or any other law relating thereto and rules made thereunder from time to time.

**81. Miscellaneous**

Any other terms & conditions, mutually agreed to, prior to finalization of the contract shall be binding on the Agency and DGCA, during the period of the contract. Any default of any terms and conditions of the tender will result in rejection of the bid and forfeiture of EMD/Security deposit, accordingly.



#### **(IV) SCOPE of WORK (SoW)**

Directorate General of Civil Aviation (DGCA) is located Opposite to Safdarjung Airport, Aurobindo Marg, New Delhi-110003. It has 4 Blocks namely A,B,C,D and it has one reception, canteen area and some common area and pathway. Central Examination Organization (CEO) is located at East Block-III, R.K. Puram, New Delhi. It has three floors and one hall in East Block-II, RK Puram as well.

The scope of work would encompass cleaning the specified area so that the area is always clean and presentable. This area in DGCA includes the following:

1. Rooms, Halls & Cabins: 90(Occupied Areas).
2. Lobby and Staircases: 10 & 3.
3. Toilets: Gents Toilets 16 and Ladies Toilets 12.
4. Surroundings: Pathways within premises and pathways around the perimeter of premises.
5. Roofs, Terrace, Canteen, Reception, Pump House and Porches etc.
6. Any other area of DGCA Building / CEO Building not specifically mentioned above or added/constructed in DGCA building/ CEO building in later duration of the contract will form part of the scope of work of the contractor.

The area in CEO, RK Puram includes the following:-

1. Rooms, Halls & Cabins: 30(Occupied Areas).
2. Lobby and Staircase
3. Toilets: Gents Toilets 5 and Ladies Toilets 5.
4. Canteen, Pathways
5. Any other area of DGCA Building / CEO Building not specifically mentioned above or added/constructed in DGCA building/ CEO building in later duration of the contract will form part of the scope of work of the contractor.

#### **Cleaning Services**

The aim and objective is to provide a clean, hygienic and presentable look to the entire area. Pre-designated manager/supervisors of the successful bidder will supervise the awarded work. General Section of DGCA will monitor the cleanliness of the entire work, staff deployed by the successful bidder. The successful bidder has to ensure that the staff deployed is well-dressed in neat and clean uniform and carrying photo identity cards displayed properly.

#### **Daily & Weekly Services**

Housekeeping/ cleaning services should be done daily from Monday to Saturday. The working timings will be 8:30 am to 5:00pm daily & from 9.00 a.m. to 2.00 p.m. on Saturdays. The cleaning in occupied area should be done, as and when, the halls/ rooms/ cabins are opened and in the presence of the officer concerned or and in the

presence of his/her authorized representative twice in a day in addition on call basis by the officer concerned during office hours on all working days only. The in-depth cleaning of the entire area will be done by the successful bidder once in a week. The details of daily and weekly housekeeping services are given as under:-

## Schedule of Housekeeping Services

Sr.No.	Area & Activity	Frequency
1.	Office area:- All blocks, Open area and reception area	Daily
2.	Dustbin Cleaning	Daily
3.	Cleaning, Sweeping & Mopping of floors with Disinfectant cleaner of all the floors including staircases and all the rooms/halls	Daily/call based
4.	Cleaning, Sweeping & Mopping of common areas	Twice in a day/call basis
5.	Cleaning of partitions/cubical etc	Weekly
6.	Removing of stains	Weekly
7.	Cleaning of electrical fittings	Weekly
8.	Cleaning of doors, windows, window glass and grills, window panes, furniture, fixtures, venetian blinds, window edges	Twice in a week on working days
9.	Stains, Spills, footmarks on floor	Immediately/Call basis
10.	Reception area	Daily
11.	Mopping of toilets	Thrice in a day (09am, 12pm, 03pm)
12.	Check working of exhaust fans	Daily
13.	Stair case cleaning, sweeping & mopping	Daily
14.	Change/check of toilets papers/ napkins	Hourly
15.	Removal of waste papers and any other garbage and blockage and choking from the entire area covered under the tender.	Daily
16.	Cleaning of baskets, wastepaper baskets, cobwebs and disposing off all collected refuse at designated site.	Daily
	Acid-cleaning and scrubbing of toilets, wash basins, sanitary fittings, glasses & mirrors and toilets floors.	Daily
17.	Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Restock toiletries, which include Liquid hand soap, Toilet paper, air freshener, and Sanitary Cubes and Naphthalene balls in toilets after daily check-ups in the morning, afternoons and	Daily

	on call basis during daytime.	
18.	Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the tender.	Daily
19.	Cleaning, sweeping, dusting, mopping, scrubbing of canteen, reception, security rooms, committee room, conference room. Meeting rooms should be checked at regular intervals.	Daily
20.	The staff of the successful bidder will arrange the conference rooms and also remove garbage, wastages etc. immediately after the event is over.	Daily/Call basis
21.	The wastage will be removed twice in a day from the office.	Twice in a day
22.	One Housekeeping personnel should always be present in front of every toilet.	Daily
23.	Thorough cleaning, sweeping, washing, mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, cleaning of fans, cleaning of roofs, terrace etc.	Weekly
24.	Polishing and grinding with rubber thread of floor areas	Weekly
25.	Cleaning of all chrome fittings, glass frames, soap holders etc. to a shiny finish	Weekly
26.	Successful bidder will provide duty register to DGCA	Weekly
27.	All other work which are not listed here	-

**Sanitization (Weekly):**

- **Office desk paper bins** would be cleaned and sanitized.
- All washrooms dustbins would be thoroughly cleaned and sanitized.
- All telephone instruments would be sanitized using disinfectants.
- Waste bins from pantry/canteen areas would also be thoroughly cleaned and sanitized with disinfectants.
- Thorough washing of all walls and doors of toilet with appropriate detergent and disinfectant.

**Polishing (Weekly):**

- All the door/window handles/knobs, other brass fittings and items/statues, planners etc. are required to be polished and kept in shining condition.

**Other Tasks:**

- Sweeping, mopping, machine scrubbing of all specified floors.
- Removing all garbage and replace cleaned bins. Garbage will be taken to the designated site from where the contractor will arrange for its disposal.
- Wipe/clean of all glass doors and windows regularly.
- Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises.

**Other Works**

- The Bidders supervisory staff should be available at site every day during office working hours. In case of emergency complaints, the Bidder is to ensure rectification of defects immediately.
- The Bidder will immediately attend the complaint and complete the same on its receipt on the same day.
- The Bidder will have to maintain all types of records for consumption and receipt of material as desired by DGCA, New Delhi and instructions issued from time to time in this regard should be complied with by the Bidder.

# (V) Annexure

**DIRECTOR GENERAL OF CIVIL AVIATION**  
**TECHNICAL BID FOR PROVIDING HOUSEKEEPING SERVICES**

S.No.	Description	Details
1	Name of the firm	
2	Address of the firm	
3	Contact details of the firm with fax no.	
4	E-mail of the firm	
5	Name and address of the head of the firm	
6	Name of the contact person of the firm and contact details	
7	Specify the type of firm (sole proprietor/partnership/other specify)	
8	Earnest Money Deposit:- Name of issuing bank  Amount DD No. in favor of Date of issue	
9	Provident account no. with proofs attached	
10	ESI number with proofs attached	
11	Firm Registration (incorporation certificate)	
12	Sales tax registration number with copy of certificate attached	
13	VAT registration number with copy of certificate attached	
14	Service Tax registration number with copy of certificate attached	
15	PAN no. of firm with a copy attached	
16	Firm's income tax returns of last three financial years FY2014-15, FY2015-16, FY2016-17 with proofs attached	
17	TIN no. with proofs attached	
18	Experience certificate of any three central/state government/PSU/autonomous bodies proofs enclosed	
19	Annual turnover of FY2014-15, FY2015-16, FY2016-17 (in lakhs) supported by valid documents	

Continued.....

**Note:** Photocopies of all necessary documents duly self attested must be scanned for verification of the information provided and submitted at the time of acceptance of award of contract. Also, every document whatsoever, attached or submitted in the bids must have self attestation of the firm's/agency's authorized signatory. Bids will summarily be rejected if any paper found with no self attestation.

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained in notice inviting tender and undertake myself/ourselves abide by them. I/We\_\_\_\_\_ certify that all the information provided on previous page are true to the best of my knowledge.

Name of the bidder and Signature of the bidder with seal of the firm



**Directorate General of Civil Aviation (DGCA)  
And  
Central Examination Organization (CEO)**

**Details of Manpower Required**

<b>S.No.</b>	<b>Details of Posts</b>	<b>Total Manpower required</b>
<b>1</b>	Supervisor	1
<b>2</b>	Housekeeping Personnel at DGCA	15
<b>3</b>	Housekeeping Personnel at CEO	3

**PARTICULARS OF EXPERIENCE**

1. Name of the Agency :
2. License No. and date held :  
as per Contract Labour Regulations
3. Date of Establishment of the Agency :
4. Experience in the trade and :  
particulars of other contracts,  
if any.
5. Organisations with whom contract :  
held and terms/conditions thereof  
with supporting documents.
6. Monthly business turnover of the :  
agency for each contract mentioned  
against (4) above.

Date: .....

Signature and seal of Bidder

NB: Please note that non-submission of this form or submission of incomplete forms is liable to be made the tender invalid.

**(On Company letter head)**

**UNDERTAKING**

To  
Directorate General of Civil Aviation,  
Opp. Safadrjung Airport,  
Aurobindo Marg, New Delhi-110003

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

Name of the tender\_\_\_\_\_

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We shall provide housekeeping personnel and supervisor as per the requirement mentioned in tender document.
5. I/We do hereby undertake that complete housekeeping work of DGCA shall be ensured by our Agency/frim.

(Signature of the Bidder)

Name and Address of the Bidder

Telephone No.

## Directorate General of Civil Aviation

### FORM OF AGREEMENT

THIS AGREEMENT is made on the \_\_\_\_ day \_\_\_\_\_  
 (Month) \_\_\_\_\_ (Year) Between the President of India through  
 \_\_\_\_\_ (Name and address of the Department)  
 (hereinafter called "the Department" which expression shall, unless excluded  
 by or repugnant to the context be deemed to include his successors in office  
 and assigns) of the one part AND \_\_\_\_\_ (Name and  
 address of the contractor) through Shri \_\_\_\_\_ , authorized  
 representative (hereinafter called "the contractor" which expression shall,  
 unless excluded by or repugnant to the context, be deemed to include his  
 successors, heirs, executors, administrators, representatives and assigns) of  
 the other part for providing Housekeeping service to the Directorate General  
 of Civil Aviation.

NOW THIS AGREEMENT WITNESSETH as follows:-

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:
  - a. Notice Inviting Tender for Housekeeping Services
  - b. Award of contract;
  - c. Terms and Conditions;
  - d. Scope of Work;
  - e. Addendums, if any; and
  - f. Any other documents forming part of the contract.
3. In consideration of the payments to be made by the Department to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Department to execute and the housekeeping services w.e.f \_\_\_\_\_ as per the provisions of this Agreement and the tender document.
4. The Department hereby covenants to pay the contractor in consideration of the execution and completion of the works/services as per this Agreement and tender document, the contract price of Rs. \_\_\_\_\_  
 ( \_\_\_\_\_ Rupees in words)
5. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions there from as may be made under the

provisions of the contract at the times in manner prescribed by the contract.

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

For and on behalf of the Contractor  
Signature of the authorized official

For and on behalf of the DGCA  
Signature of the authorized Officer

Name of the official  
Stamp/Seal of the Contractor

Name of the Officer  
Stamp/Seal of the Employer

By the said  
\_\_\_\_\_ Name  
on behalf of the Contractor in  
the presence of:

By the said  
\_\_\_\_\_ Name  
on behalf of the Employer in  
the presence of:

Witness \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_

Witness \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_

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

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

## UNDERTAKING

It is certified that my firm/agency/company has never been **black listed** by any of the Departments/Autonomous Institutions/Universities/Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or Public Sector Banks or Local Bodies/Municipalities and no criminal case is pending against the said firm/agency as on \_\_\_/\_\_\_/2017.

Place:

Signature of the Tenderer  
Name of the Signatory  
Date: \_\_\_/\_\_\_/2017  
Name of the Firm/agency  
Seal of the Firm/Agency

**Checklist for the monthly payment of the bill claimed by contractor**

<b>S.No.</b>	<b>Description</b>	<b>Yes/No</b>
<b>1</b>	Pre-receipted Monthly bill as per financial bid structure	
<b>2</b>	ESI and EPF contribution proofs	
<b>3</b>	Attendance sheet with counting	
<b>4</b>	Wage sheet with particulars of monthly wages signed by security personnel deployed at DGCA	
<b>5</b>	Receipt of payment of previous month	

**Every document must be signed by authorized signatory of the firm and bears the seal of the firm.**

**MONTHLY CERTIFICATE OF COMPLIANCE OF STATUTORY OBLIGATIONS BY THE  
SUCCESSFUL BIDDER**

From \_\_\_\_\_  
To. \_\_\_\_\_  
for the month of \_\_\_\_\_

1. Has the Attendance of Muster-cum-Wage Register of Persons engaged during the month been duly signed by the each individual employ and countersigned by the Representative of the successful bidder?

Yes/No

2. Whether required strength of the Staff during the month as per agreement and copy of verified Attendance Muster-Cum-wage Register been provided and maintained.

Yes/No

3. Have all employees paid necessary minimum wages prescribed by the govt. under relevant enactments? (copy of Wage Register to be provided)

Yes/No

4. Have all the employees been extended coverage of EPF,ESI as per the eligibility under PF Act? (Attach copy of EPF,ESI Challan paid of previous month of current bill)

Yes/No

5. Are all deductions effected from the Salary/wages are as per the provisions of the payment of Wage Act. (Verified with Attendance Muster-cum Wage Register)

Yes/No

6. Are following Register, required under provisions of various statues, maintained up to date in prescribed format, kept available at the premises of the successful bidder for the inspection of any Statutory Authority on demand?

- |                                     |        |
|-------------------------------------|--------|
| i. Register of persons deployed     | Yes/No |
| ii. Muster roll                     | Yes/No |
| iii. Register of Wages              | Yes/No |
| iv. Register of Deductions Register | Yes/No |
| v. Off/OT                           | Yes/No |
| vi. Register of fines & advances.   | Yes/No |
| vii. Register of Leave.             | Yes/No |

(Signature of Authorized Signatory)

Seal of the Tender \_\_\_\_\_



**Directorate General of Civil Aviation**  
**Detailed Financial Bid**

Financial Bid for Housekeeping Services (Per month, INR only)				
Name and Address of the Bidder:-				
Sr. No.	Particulars	Description	Unskilled Housekeeping (Rates per person per month)	Semi-skilled Supervisor (Rates per person per month)
a	b	c	d	e
1	Basic pay + VDA	Minimum wages as per Govt of NCT of Delhi as on date of award	As applicable	As applicable
2	Employees Provident Fund	13.36% of Basic plus VDA	As applicable	As applicable
3	Employees State Insurance	4.75% of Basic plus VDA	As applicable	As applicable
4	Bonus	As per payment of wages act and its amendment	As applicable	As applicable
5	Total cost per employee	Sum of Sr. No.1 to Sr. No.4	As applicable	As applicable
6	No. of Employee	As per tender document	18	1
7	Total Cost	Sl. No. 5 x Sl. No.6	As applicable	As applicable
8	Total Cost of 19 employee	Sum of Sr.No.7 (d) & Sr. No. 7(e)	As applicable	
9	Service charge inclusive of cleaning material cost	Monthly charge to be filled by bidder in Absolute value in rupee (not in %age)		
10	Total Cost	Sum of Sl. No.8 & Sl. No.9	As applicable	
11	Service Charge @ 15%	On Sl. No.10	As applicable	
12	Total Cost of Service per month	Sum of Sl. No.10 & Sl.No.11	As applicable	

**Notes:-**

- Bids with NIL/BLANK/N.A./ZERO/Negative service charge mentioned in Sr.No.15 above will be rejected out rightly without giving any reason whatsoever.**
- Tender will be evaluated on the basis of the Total Tender Value for 1no Housekeeping Supervisor and 18nos Housekeeper.**
- All values in above wage structure are adhered to the minimum wages as prescribed by Govt. of NCT Delhi and will be adhered in future course of tender period. However, the rates mentioned in Sr. No.1 are minimum wages rates as on date of award. Pro-rata calculation for wages to be payable for part of the month will be considered in case of absent person.

**Note:-** The below mentioned Financial Proposal/Commercial bid format is provided in .rar format along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this format as it is, unrar it and quote their offer/rates in the

permitted column and upload the same after converting in .rar format. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with DGCA .

Place: \_\_\_\_\_

Signature of Authorized signatory

Date: \_\_\_\_\_

Name: .....

SEAL: .....