

**NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONS  
WITH MULTIPLE DISABILITIES**



(Dept. of Empowerment of Persons with Disabilities)  
(Ministry of Social Justice and Empowerment, Govt of India)

ECR, Muttukadu, Kovalam Post, Chennai 603 112, Tamil Nadu

Fax: 044-27472389 Tel: 044-27472104, 27472113, 27472046

Website: [www.niepmd.tn.nic.in](http://www.niepmd.tn.nic.in) E-mail: [niepmd@gmail.com](mailto:niepmd@gmail.com)

ELECTRONIC TENDER (e-Tender) DOCUMENT FOR Housekeeping and other Services

Last date for submission of e-bidding	3.00 p.m on 06.04.2017
Tender Fee	Rs 1000/-
EMD Amount.	Rs 3,00,000/-
Date & Time of opening of tender documents	3.00 p.m on 07.04.2017

for website uploading  
to D. J. A  
Lyo

Director, NIEPMD

*[Handwritten signature]*  
02/03/17



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**ELECTRONIC TENDER (e-Tender) DOCUMENT FOR HOUSE KEEPING AND OTHER SERVICES**

NIEPMD/Estate 6(10)/2016-17

Date: 01.03.2017

NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONS WITH MULTIPLE DISABILITIES (NIEPMD) invites online tender through [www.eprocure.gov.in](http://www.eprocure.gov.in) from reputed and experienced House Keeping and other Services Agencies for providing House Keeping and other Services at the above address. The interested agencies are required to go through the general condition of contract (GCC) & Special condition of contract (SCC) before submitting the tender.

The tender documents along with all the certificates shall be submitted through online on or before 3.00 p.m on 06.04.2017 along with the EMD amount Rs. 3,00,000/- (Rs. three lakhs only) and tender fee of Rs.1,000/- (Rupees One thousand only) should be paid online through NEFT or RTGS in NIEPMD account as per the guidelines.

Any further clarification / guidance regarding the enrollment of online Bidder Enrollment process on CPP portal please visit our website [www.niepmd.tn.nic.in](http://www.niepmd.tn.nic.in) or [www.eprocure.gov.in](http://www.eprocure.gov.in)

Director, NIEPMD



## GENERAL CONDITIONS OF CONTRACT

A. **Scope of Work:** Providing Housekeeping & other services at NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONS WITH MULTIPLE DISABILITIES (NIEPMD) (Ministry of Social Justice & Empowerment, Govt. of India) Muttukadu, Kovalam, Chennai-603 112, as per following terms and conditions.

1. The tenderer shall be fully responsible for the Housekeeping and other allied works of entire campus of the Institute consisting of Service, Programme and Administrative, building, Special Education block, Hostels Guest houses and the existing all the buildings situated at Muttukkadu.
2. The tenderer shall deploy Housekeeping personnel preferably below the age of 58 only for the purpose of this contract. The tenderer shall have all documentary proof for the identity and residential address of persons employed. The fact shall be verified by Institute's Authority and only those personnel shall be deployed by tenderer on duty in whose case documentary proof has been rendered to the Institute's satisfaction.

In addition to this, if any of the House keeping or other personnel engaged is found to be unsatisfactory, he/she shall have to be withdrawn by the Tenderer within 24 hours from the campus. A complete list of the House Keeping and other personnel engaged by the Tenderer for engaging in the Institute shall be furnished by the Tenderer along with complete addresses and other antecedents. The Tenderer shall engage only those, whose antecedents have been verified by the police or any authorities. Further, for safety and security reasons the Tenderer should ensure engaging of such personnel only who are not residing in the proximity/close vicinity of the Institute.

3. The rates payable to the Tenderer which will be agreed for Housekeeping and other personnel to be engaged viz. Driver, Gardener, and Electrician etc...Are required to be quoted separately in Minimum wages for the Driver, Plumber, Electrician and any other technical person will be treated as those for skilled category. The wages payable for office assistant shall be treated as semi-skilled and for Cleaning Personnel and Gardener shall be treated as unskilled within the meaning of Minimum Wages Act, 1948 and will be based on the current rates laid down by the State Labour Department under the Minimum Wages Act (MWA), 1948. EPF & ESI will be paid and deposited by Tenderer. It shall be the responsibility of the Tenderer who will have to ensure that the House Keeping and other Personnel engaged by him, at no point of time, will be paid less than the minimum rates of wages as prescribed and revised from time to time for the respective categories. In case of revision/increase of rate of Minimum wages by the Government only the excess amount pertaining to Minimum wages, EPF & ESI will be paid by the Institute.

The Institute may check and ensure that the personnel engaged by the tenderer, at no point of time, will be paid less than the minimum rates of wages



as prescribed and revised from time to time by Central Labour Department under MWA-1948, for the respective categories. No other charges will be paid in addition to the above. The Tenderer will follow all statutory requirements as per labour laws prevailing during the contract period and will be wholly responsible for breaking any such law.

The Tenderer will be paid on monthly basis. Bill shall be raised by the Tenderer in accordance with these rates on every 1<sup>st</sup> day of the succeeding month and bills will be submitted for payment along with the EPF and ESI deposition and details of service tax paid to the Institute's authority. The number of personnel required can vary subject to the requirements. However, rotation of the personnel so deployed/deputed by the Tenderer will be at his discretion only.

**B. Eligibility Criteria:**

1. The bidder may be proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, empanelled/ registered with appropriate authority who possess the required licenses, registrations (such as Private Security Agencies Regulation Act 2005) etc as per law valid at least for 12 months from the date of the opening of tender.
2. The bidder shall have at least three experiences for providing House Keeping and other Services to the Government organizations/ Institute.
3. Should have proof of financial turnover with a minimum of Rs 100 lakhs per year achieved, duly attested by CA.
4. The bidder should have an office in proximity of Chennai.( Registered date should be prior to the date of tender submission )
5. There should be no case pending with the police against the Proprietor/Firm/Partner or the Company (Agency).
6. The bidder should have the following Registrations and details of the same by provided in the Technical Bid.
  - a. EPF Registration
  - b. ESI Registration
  - c. Service Tax Registration
  - d. Valid License, issued by Labour Commissioner, Govt.of India.

**C. Information and Conditions relating to Submission of Bids.**

1. The initial period of contract shall be for 12 months may be extended by one year depending on performance of the Agency and at discretion of the institute.
2. The interested agencies are required to go through the all the terms and conditions and the scope of works mentioned in this tender
3. All the pages of the tender should be signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender.
4. A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms and conditions.
5. **Submission of bid:** The tender documents should be uploaded through NIC e-Procurements URL <http://eprocure.gov.in/eprocure/app> Up to 06.04.2017 (1500 hrs.), containing following:

**(i) Earnest money deposit (EMD) & Tender fee:** The agency shall deposit EMD amount Rs. 3, 00,000/- (Rs.Three lakhs only) and tender fee Rs.1, 000 (one thousand only) should be paid online through NEFT/RTGS in NIEPMD account and payment receipt to be uploaded with the technical bid. Technical bids without EMD and tender fee shall not be consider for further evaluation. NIEPMD Bank details are here under.

**A/C No.761297290**

**Type of Account: Saving Bank**

**Name of the bank: Indian Bank. Kovalam branch**

**IFS code: IDIB000K122**

**Branch code: 01176**

**Note:** please ensure that you need to mention the correct beneficiary account number and IFSC code as mentioned above while making payment via RTGS/NEFT. In the event of funds remitted to wrong beneficiary account number, NIEPMD, Chennai or its bank would not responsible for the same.

- (ii) Bidder shall upload the scanned copies of following:**
- a. Labour licence – duly obtained from the Regional labour commissioner
  - b. EPF registration copy
  - c. ESI registration copy
  - d. Service Tax registration copy
  - e. Firm registration copy
  - f. Three years' Experience certificate for providing House Keeping and other Services
  - g. Proof of Financial Turnover Rs.100 lakhs (2015-16)



6. **Opening of bid:** Bid shall be opened on the 06.04.2017 (1600 hrs).
7. **Bid validity:** Bid shall remain valid for a period of 60days from the date of opening of bid.
8. **Bid evaluation:** duly filled price bid shall be evaluated on lowest tender basis.
9. **The tender submitted by any other means except NIC e-procurement portal, will not be entertained under any circumstances.**
10. The list of technically qualified bidder will be published on the notice board/ web site of NIEPMD.
11. The financial bids of technically qualified bidder only will be opened on the same day or time of opening will be intimated after evaluation of technical bid.

## **12. Tender submission process**

Interested Agencies may submit their quotes in **two bid system (i) Technical bid & (ii) Financial bid** by giving all the necessary documents in English as specified. The Tender must be submitted only online through central public procurement portal e-procurement application only through URL: <http://eprocure.gov.in/eprocure/app> only. No manual bids will be entertained under any circumstances.

The tender document attached must be direct, concise, and complete and arranged in an organized and structured manner.

To participate in online bidding process, bidder must procure a digital signature certificate as per information technology Act-2000 using which they can digitally sign and encrypt their electronic bids. Bidder can procure the same from any CCA approved certifying agency, i.e. TCS, safecrypt, Ncode. eMudhra etc. bidders who already have a valid digital signature certificate (DSC) need not procure a new DSC.

**SPECIAL CONDITIONS OF CONTRACT**  
(Annexure to Agreement)

1. The House keeping & other services and provision for the required manpower shall be as under:

S.No	Particulars	Unit	Time
1.	Electrician	03	0900-1730
2.	Plumber-water supply	01	0900-1730
3.	Plumber –waste water	01	0900-1730
3.	Driver	03	0900-1730
4.	Sewage plant supervisor	02	Shift- rotation wise
5.	Pump House Technician	01	0900-1730
6.	Sewage plant operator	06	Shift- rotation wise
7.	Attender	06	0900-1730
8.	Gardener	08	0730-1600
9.	Cleaning personal	29	0730-1600

Notes:

1. Estimated number of Housekeeping & others is subject to reasonable change at the discretion of the competent authority at the institute.  
(1a) However, the above number and arrangement of deployment of the House keeping & other personnel is without prejudice to the right of the institute to deploy the House keeping & other personnel in any other number or manner considered to be more suitable in the interest of the institute.
2. The agency shall ensure that the House keeping & other personnel deployed are healthy and not more than 58 years of age. The agency will get their antecedents, character and conduct verified.
3. The full particulars of the personnel to be deployed by the agency including their names and addresses shall be furnished to the institute along with testimonials before they are actually deployed for the job.
4. The agency shall not deploy or shall discontinue deploying the persons(s), if so desired by the institute at any time without assigning any reason whatsoever.



5. The agency shall deploy Housekeeping & others trained in all facets of the works including over tank cleaning, treatment plant cleaning and etc... The Agency shall provide necessary undertaking and documentary evidence in this regard.
6. From the agency side must deploy one supervisor to monitor the housekeeping and other personnel during the working hours
7. A senior level representative of the Agency shall visit the institute premises at least once-a-week and review the service performance of its personnel. During the weekly visit, Agency's representative will also meet the institute officer dealing with service under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working.
8. The Agency shall ensure that any replacement of the personnel, as required by the institute for any reason specified or otherwise, shall be effected promptly without any additional cost to the institute. If the agency wishes to replace any of the personnel, the same shall be done with prior concurrence of the institute at Agency's own cost.
9. The Agency shall provide reasonably good uniform with name badges to its personnel deployed at the institute at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition.
10. The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to interest of the institute /Govt.of India/ any State or any Union Territory.
11. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the institute. Proposals for efficient functioning of the House keeping & other systems shall be discussed considered and implemented from time to time by the agency with approval of the institute.
12. The agency shall be solely responsible for compliance to the provisions of various labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at the institute or for any accident caused to them and the institute shall not be liable to bear any expenses in this regard. The Agency shall also be responsible for the insurance of its personnel. The House keeping & other agency shall specifically ensure compliance of various Laws/Acts, including but not limited to with the following and their re-enactments / amendments / modifications.
  - I. The payment of Wages Act 1936
  - II. The Employees Provident Fund Act, 1952
  - III. The Factory Act, 1948
  - IV. The Contract Labour (Regulation) Act, 1970
  - V. The Payment of Bonus Act, 1965
  - VI. The Payment of Gratuity Act, 1972
  - VII. The Employees State Insurance Act, 1948
  - VIII. The Employment of Children Act, 1938
  - IX. The Motor Vehicle Act, 1988
  - X. Minimum Wages Act, 1948



13. The agency shall ensure that Housekeeping & other staff appointed by them is fully loyal-to and assist the institute during normal periods as well as during strike and other emergencies for the protection of personnel and property both moveable and immoveable to the entire satisfaction of the institute.
14. In case of any loss that might be caused to the institute due to lapse on the part of the House keeping & other personnel
15. The responsibilities will be borne by the Agency and in this connection, the institute shall have the right to deduct appropriate amount from the bill of contracting agency to make good such loss to the institute besides imposition of penalty. In case of frequent lapses on the part of the House keeping & other personnel deployed by the contractor, the institute shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
16. In the event of any Housekeeping & other personnel being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.
17. As and when the institute requires additional Housekeeping & other strength on temporary or emergent basis, the agency will depute such Housekeeping & other personnel under the same terms and conditions. For the same, a notice of two days will be given by the institute. Similarly, if the House keeping & other personnel deployed by the agency any time are found absent from duty or sleeping or found engaged in irregular activities, the institute shall deduct the requisite amount at the pro-rata rates from the bill of the agency besides imposition of penalty for non-observance of the terms of contract.
18. The agency shall arrange to maintain at the House keeping & other desk/booth, the daily shift-wise attendance record of the House keeping & other personnel deployed by it showing their arrival and departure time. The Agency shall submit to the institute an attested photocopy of the attendance record and enclose the same with the monthly bill.
19. The institute shall pay the agreed amount on production of monthly bill. No other charges of any kind shall be payable.
20. There would be no increase in rates payable to the Agency during the Contract period except reimbursement of the statutory wages revised by the Government.
21. The income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
22. The House keeping & other personnel deployed by the agency shall have at least the minimum elementary knowledge of reading and writing so as to be able to make entries in the registers kept at the House keeping & other desk/booth whenever required and also to write their names in the attendance register and mark their arrival and departure by signing in the register.

23. In case of non-compliance/non-performance of the services according the terms of the contract, the institute shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the contract.
24. The agency shall be solely liable for all payment/dues of the Workers employed and deployed by it. The agency shall fully indemnify the institute against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for compliance with or enforcement of the provisions of any of the labour or other laws to the extent they are applicable to establishment/work in the institute premises/facility.
25. The decision of the institute in regard to interpretation of the Conditions of contract and the Agreement shall be final and binding on the Agency.
26. In case of any dispute between the Agency and the institute. The institute shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Chennai.
27. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
28. An agreement shall be signed with the successful bidder as per specimen enclosed.

**Note:** These terms and conditions are part of the Contract / Agreement as indicated in the Agreement between the institute and the Agency and any non-compliance shall be deemed as breach of the Contract /Agreement.

Director, NIEPMD  
(Signature with Seal)

Date:

(Signature of Authorised  
Signatory of the agency with seal)

Name:

Seal:

Address:

Phone No. (O):





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**TECHNICAL BID (TO BE UPLOADED)**

1. Name & Address of the Tendering Organization /Agency with phone number, e-mail and name and telephone/mobile number of contact person.
2. Experience in the work of providing House Keeping and other Services (minimum 03 years). Particulars of experience (Attach work order & certificates).
3. Details of labour license obtain from Regional labour commissioner
4. EPF registration Number
5. ESI registration Number
6. Service Tax Registration Number
7. Acceptance of General Conditions of Contract & Special Conditions of Contract (Yes/No). Please sign each page of GCC & SCC as token of acceptance and submit as part of tech bid document.
8. Financial turnover with a minimum of Rs100 lakhs (2015-16) achieved, duly attested by CA.
9. Please submit an undertaking that no case is pending with the police against the Proprietor/Firm/Partner or the Company (Agency). Indicate any convictions in the past against the Company/Firm/Partner.
10. The bidder should have an office in proximity of Chennai

**Declaration by the Tenderer:**

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

**Date:**

**(Signature of Tenderer with seal)**

**Name:**

**Seal:**

**Address:**

**Phone No:**



Check list for Tender-House Keeping and other Services 2016-17

S.No	Particular	Yes or No
1.	Receipt of tender fee amount for Rs. 1000 (one thousand only) ( non-refundable)	
2.	Receipt of EMD amount of Rs. 3,00,000 (three lakhs only)	
3.	Firm registration copy	
4.	Labour license obtain from the authority	
5.	EPF & ESI registration copy	
6.	Three years' Experience for providing Housekeeping service in the Government organization	
7.	Proof of financial turnover Rs. 100 Lakhs (2015-16) duly attested by CA	
8.	The bidder should have on Office in proximity of Chennai	
9.	Under taking letter for No case pending with the police against the proprietor /firm/ partner or the company (agency)	
10.	Service Tax registration No	

Print

Help

m Wise BoQ

Bidding Authority: The Director, NIEPMD, Muttukadu, Chennai-603112.

Work: Providing Housekeeping and other services

Contract No: NIEPMD/ESTATE 6(10)2016-17

Bidder Name :

**PRICE SCHEDULE**

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant column allowed to enter the Bidder Name and Values only )

NUMBER #	TEXT #	TEXT #	NUMBER #	TEXT #	NUMBER #
Sl. No.	Item Description	Item Code / Make	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder Rs. P
1	2	3	4	5	7
1	Providing Housekeeping and other Services (the wages, statutory deduction and other admissible taxes paid by Institute as per the GOI norms, the contractors are requested to quote the amount administrative charges / service charges per person per month only -the exact amount should be quoted NOT in percentage )				
1.01	Providing Housekeeping and other Services: Highly Skilled	item1	5.000	Nos	
1.02	Providing Housekeeping and other Services: Skilled	item2	6.000	Nos	



Providing Housekeeping and other Services: Semi skilled & Un Skilled	item3	49,000	Nos
Total Figures			INR
Total Rate in Words			INR