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Schedule to Tender
CRPF ACADEMY KADARPUR, GURGAON
, HARYANA- 122101

(Q.M. Branch) Tele./Fax No.0124 -2269602

**“Price per Tender Set: Rs 100/-
Tender set is not transferable**

Tender Notice No : L.VII.1/2011-12-Q-Academy Dated /02/2012

Name of the work : **TENDER FORM FOR PROVIDING
SANITATION & HOUSEKEEPING
SERVICES AT CRPF ACADEMY,
KADARPUR**

EMD Amount : **Rs. 20,000/- (Rupees Twenty thousands only)**

Time and Date of receipt of tender : By **1600 Hrs on 28/02/2012**

Time and Date for opening of tender : **At 1630 Hrs on 28/02/2012**

Validity of offer : The tender shall remain open for acceptance till 90 days from the date of opening of tender

Address for submission of Tender : **The Director/IGP CRPF Academy,
Kadarpur Gurgaon (Haryana) Pin Code-
122101**

CRPF ACADEMY, KADARPUR, GURGAON

Director/IGP CRPF Academy, Kadarpur, Gurgaon, Kadarpur, Gurgaon invites sealed tenders from eligible contractors/firms/companies in two bid systems (Technical & Financial Bid) for sanitation & House-keeping Services for a period of one year, depending upon the satisfactory performance being reviewed periodically this may be either extended on satisfaction of the client over the performance or even terminated in case.

Duly completed tender forms are to be submitted in the Director/IGP CRPF Academy Kadarpur, Gurgaon (Haryana)-122101 **latest by 1600 hrs on 28/02/2012 the tenders shall be opened at 1630 hrs on 28/02/2012** in the presence of tenders or there representative.

TENDER FORM FOR PROVIDING SANITATION & HOUSE-KEEPING SERVICES in OFFICE PREMISES OF CRPF Academy, Kadarpur, Gurgaon, (Haryana)-122101

I. ELIGIBILITY AND SELECTION CRITERIA

1. A registered company, firms or agency having experience of at least three years in Sanitation/Housekeeping Services having minimum annual turnover of Rs. 10 Lac during the preceding three financial years ending 31st March 2012-13 and experience of undertaking at least three independent completed projects in Housekeeping services worth Rs. 5 Lacs each.
2. The Tenderers should be registered with the Competent Authority and should have PAN/TIN number, Sale Tax/Service Tax registration.
3. The Tenderers shall have well established office.
4. The Tenderers should have 3 years experience in housekeeping and sanitation services in Govt. Deptt. Semi-Govt., Corporate Sector.
5. The Tenderers should not have been blacklisted by any Govt., Semi Govt., Deptt. Or any other organization.
6. The Tenderers must submit duly filled Tender form specified in **Annexure III** of this document.
7. Certificate of registration, MOU in case of partnership firm, article of association etc shall be attached.
8. The Tenderers should not have incurred loss in more than 1 year in last 3 financial years ending 31/3/2010.
9. The Tender form shall be accompanied by the documents mentioned in checklist specified in **Annexure I** of this document.
10. The Tenderers without the qualifications as mentioned at Sl. No. 1 to 8 above and Tender without all the documents mentioned at Sl. No. 9 above, shall be rejected. Tenders incomplete in any form are liable to be rejected out rightly.

11. Tender is liable to be rejected without EMD.

12. Every page of Tender document should be signed by the Tenderers.

13. In case any person signs the tender/agreement on behalf of a limited company or firm, letter of authority/resolution passed by the Company/firm empowering him/her to sign the Documents on behalf of company or firm shall be enclosed in the tender document.

II. SUBMISSION & OPENING OF TENDERS.

1. Tenders should be submitted on specified format supplied by Director/IGP CRPF Academy, Kadarapur, Gurgaon, Kadarapur, Gurgaon or downloaded from www.crfp.gov.in website along with Account Payee Demand Draft, of any nationalized scheduled bank amounting to Rs. 20,000/- with validity of not less than 3 months beyond the validity period of tender, drawn in favour of accounts officer CRPF Academy, Kadarapur Gurgaon (HR)

2. The EMD of unsuccessful Tenders will be returned after finalization of the contract. No interest shall be paid on the EMD. In case of successful tender, amount paid as EMD will be adjusted towards performance Security deposit and this amount will not carry any interest.

3. No tenders will be accepted after **1600 hrs dated 28/02/2012**

4. Both the Technical Bid & Financial Bid should be placed in separate sealed envelopes and both sealed in bigger envelope super-scribing "Tender for Sanitation & House Keeping Services". EMD should be with Technical Bid.

5. **Technical bid will be opened on 28/02/2012 at 1630** hrs in the office of Director/IGP CRPF Academy, Kadarapur, Gurgaon, Kadarapur, Gurgaon in presence of Tenderers if any and **financial will be opened on 29/2/2012 at 1130 hrs** in the office of Director/IGP CRPF Academy, Kadarapur, Gurgaon, Kadarapur, Gurgaon in presence of Tenderers if any.

6. The Director/IGP CRPF Academy, Kadarapur, Gurgaon, Kadarapur, Gurgaon will have full authority to reject any/all offers without assigning any reasons. Any enquiry after submission of the tender will not be entertained.

7. Before submitting the tender, the Tenderers must ensure that they strictly fulfill all the eligibility conditions to avoid rejection of their tender.

8. The agency submitting the Tender would be presumed to have considered and accepted all the terms & conditions of this tender. No enquiry, verbal or written shall be entertained in respect of acceptance/rejection of tender.

9. Tenders should be submitted in the O/O the Director/IGP CRPF Academy, Kadarapur, Gurgaon, Kadarapur, Gurgaon between 1000hrs to 1700 hrs.

10. Tenderers are advised to carry out survey of the campus, Trainee Hostel, Adm Block and other areas of CRPF Academy, Kadarapur, Gurgaon, before quoting so as to fully acquaint themselves of the conditions on ground.

III. SCOPE OF WORK TO BE EXECUTED BY THE AGENCY

1. The Agency shall be fully responsible for the Sanitation & Housekeeping services in the Trainee hostel and administrative block in CRPF Academy, Kadarapur, Gurgaon as laid down in the tender and agency shall work under overall supervision and direction of the Commandant ADM, CRPF Academy, Kadarapur, Gurgaon.

2. The minimum manpower (Male + female) to be deployed at CRPF ACADEMY, KADARPUR, GURGAON offices shall be 10 sweepers including sewer man and one supervisor during 700 hrs to 1800 hrs.

3. Sweeping, mopping, dusting, cleaning and all other allied works have to be completed before 800 hrs on all working days, Saturday & Sunday. In case the work is not completed, before 800 hrs on any day, then the same shall not be considered for payment, for that the damages charge of Rs. 500/- per day for such delay shall also be imposed on the contractor and will be recovered from the Contractor bills. Some activities such as garbage removal, insecticide/pesticide application etc. shall be completed in the evening after office hours (i.e. 1800 hrs onwards), on day to day basis. No spillover of the above work for the next day shall be permitted under any circumstances.

4. However, regular cleaning of toilets (including fixtures such as WC's, urinals, washbasins etc.) Lobby, Corridors and other areas shall be done continuously during office hours **(at the regular interval as per requirement, usage and instruction given by the department from 900 hrs to 1800 hrs i.e. during office hours and beyond.)**

5. The contracting agency shall make arrangements of providing adequate number of dustbins as also refill the sanitary cubes, deodorizer, and other consumable like Air Fresheners, Phenyl, toilet rolls, tissue box and liquid soap for hand wash (in all the attached toilets of Officers, toilets attached to Conference Hall and Officer's toilets, in all toilets and the cost of consumables and cleaning materials will be borne by the contracting agency.

6. Agency shall arrange to spray air fresheners in officer's rooms, conference hall on daily basis and whenever required. The cost of spray will be borne by the agency.

7. All materials to be used for cleaning and other consumables **(Annexure IV)**, shall be in conformity with the specifications/brand/make of government approved standards. The samples have to be got approved from the Commandant ADM, CRPF Academy, Kadarapur, Gurgaon by the Contracting agency.

8. The work to be carried out under this tender shall also include arranging of vacuum cleaners and other equipments which are required to be used during execution of the work. In case the agency or its employee damages the surface/fixtures/fittings/furniture, the Department will be well within its right to recover the cost of restoring the damaged area and/or impose a penalty on the agency. The decision of the Director/IGP CRPF ACADEMY, KADARPUR, GURGAON will be final and binding on the agency.

9. For the purpose of sanitation/House Keeping work the entire site is broadly divided into three parts, namely, non-carpeted covered area and carpeted covered area and open area.

IV. THE DETAILS OF THE AREA COVERED UNDER THIS SCOPE OF WORK ARE AS UNDER : -

1. Area Details:

Specification Campus	trainee Officers' hostel Sq ft	Adm and trg block Sq ft
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Covered Area	Hostel rooms, Mess, Lounge, Corridors, stairs and other common areas, Toilet/Bathrooms	Offices, corridors, classrooms, stairs and common areas/rooms, Toilet/Bathrooms , Auditorium
Open Area	Lawn, parking and other general adjoining area, terrace	Lawn, parking and other general adjoining area, terrace

NOTE: Tenderers are requested to visit the premises for actual appreciation of job work.

- The work scope also includes computers, machines, other office equipments, furnitures, internal vertical surface (Marble, glass panels, windows, doors and painted surface etc), ceiling & fixtures, electric fans etc., whose cleaning is very much within the scope of housekeeping.
- The periodicity with which the job is to be carried out at the site is broadly divided into four categories namely (A) Daily, (B) Weekly (C) Fortnightly and (D) Monthly.

(A) DETAILS OF JOBS TO BE CARRIED OUT TWICE IN A DAY ARE AS UNDER:-

- General cleaning (sweeping, mopping, dusting and any other connected work) of the office rooms, furniture, office equipments, open office halls, conference room, library, reception, corridors, stairs, space for water coolers & toilets, parking areas, service area.
- Removal of garbage from dustbins. No garbage will be left in the site overnight. The plastic bag for the dustbins and for carrying the garbage will have to be provided by the agency.
- Removal of waste papers, packing material, plant leaves (waste) and any other garbage from the entire premises including staircases, open area etc.
- Cleaning of workstations, table tops, chair, Almirah, frames, panels, railing, glasses and Cabin partitions with approved cleaning material.
- Stain removal treatment of entire premises including stairs, area of office cabins, conference hall, reception, toilets etc. and stain removing of the furniture and equipments.
- Air-freshener sprays in conference room, officer's room once in a day and also on requirement basis as directed by the department.
- Cleaning and dusting of computers, keyboards, terminals, printer, Photostat machines, filling cabinets, telephones, fax and any other equipment and machine lying on the site.
- Re-stocking of toiletries in toilets after intensive daily checking in the morning and afternoon cleaning and scrubbing of toilets, WC's urinals wash basins, floor area of toilets and cleaning and wet dusting/wiping of mirrors, frames etc. in toilets with approved material, re-filling liquid soap dispensers (on daily basis in toilets and on requirement basis in officers toilets), refilling of toilet rolls/tissue papers etc.
- Cleaning and dusting of planters, notice boards etc.

10. Removal of bird dropping and other dirt's on the inner walls or on the foot of doors, ventilators etc. as and when required.

11. The waste shall be disposed off by the contracting agency on day-to-day basis and required numbers of dustbins will have to be provided by the Agency. The agency should follow the government guidelines/Act in this regard.

12. The above mentioned work form (1) to (11) are to be carried out on all days and also on requirement basis as directed by department, however, one sanitation workers to be kept on standby at Corporate Office on Public holidays for the up keep and to attend any emergency requirement.

(B) DETAILS OF JOBS TO BE CARRIED OUT WEEKLY ARE AS UNDER:

1. Machine/Hand scrubbing and thorough cleaning/washing of the entire floor area by using approved cleaning material and dry/wet mopping.

2. Dusting of walls, roofs etc. from top downward and removal of cobweb.

3. Polishing of brass/copper fixtures.

4. Cleaning of windowpanes and partition doors.

5. Cleaning of drinking water coolers area, dustbins, buckets etc. with detergents.

6. Weekly cleaning and dusting of ventilator blinds and brushing of upholstered chair and sofas.

7. Removal of poster, banners and hoardings inside and outside office premises covered in the tender.

(C) DETAILS OF JOBS TO BE CARRIED OUT FORTNIGHTLY ARE AS UNDER:

1. Vacuum cleaning of upholstery of sofas and other upholstered chair.

2. Cleaning of nameplates.

(D) DETAILS OF JOBS TO BE CARRIED OUT MONTHLY ARE AS UNDER:

1. Cleaning of floors by shifting and moving furniture such as sofa, Almirah, tables, etc.

2. General cleaning/dusting of panels etc.

3. Polishing of covered floor area, cleaning of sanitary/water supply fixture, wall tiles, etc.

4. Removal of cobwebs in back/hidden areas in places like electricity substations, UPS room, telephone exchange.

5. Removal of weeds from edges of paths/roads, paved-laid area, corners, crevices in terraces, etc.

6. Insect control/disinfestations treatment will be done by means of spraying in toilets to get rid of ticks, cockroaches, ants, beetles, etc.

MATERIAL & EQUIPMENT

The indicative list of tools and cleaning equipment to be deployed by the agency are as

under:-

1. Four legged stools Industrial or balanced ladders
2. Industrial Vacuum Cleaners
3. Mops/swabs pads
4. Feather brushes
5. Upholstering brushes
6. Brooms
7. Scrubbing brushes (Hand)
8. Squeezes 18", 24" etc. required for cleaning
9. Glass Squeezes (wet & dry)
10. W/C Brush
11. Buckets
12. Long handled cobweb brushes
13. Metal dust pans
14. Nylon Scrubbers
15. Dusters
16. Any other similar and required equipment

THE INDICATIVE LIST OF MATERIAL TO BE USED BY THE AGENCY IS AS UNDER:

1. Cleansing agents of Standard Company for WC's, urinal pots, etc.
2. Detergents of Standard Company for cleaning wash basin, sinks & other items.
3. Liquid soap of standard company for scrubbing of floors & walls.
4. Anti-bacterial disinfectants of standard company for cleaning toilets, lobby/floors.
5. Glass cleaning liquid of standard company.
6. Deodorizer of a standard company.
7. Air-fresheners of standard company.
8. Urinal cubes (standard company).

V. WORKING HOURS

1. The cleaning of toilets (including fixture such as WC's, Urinals, wash basin, etc.) Lobby, Corridors and other area shall be done continuously and regularly during office hours as per required usage and instructions given by the Academy from 900 hrs to 1800 hrs and beyond if needed i.e. during office hours & beyond.

VI. LABOUR AND MANPOWER.

Adequate manpower will be deployed by the Agency for the Job.

1. The minimum manpower (Male + Female) to be deployed at Trainee Officer Hostel and Administrative Block, CRPF Academy, Kadarapur, Gurgaon shall be 10 sweepers including sewer man and one supervisor during 700 hrs to 1800 hrs.

2. In case the agency fails to maintain the aforesaid strength of the labour and supervisor, the CRPF Academy, Kadarapur, Gurgaon may deduct the damage as specified in "Annexure V" of this document and mentioned in the tender.

VII. PERFORMANCE EVALUATION:

1. The performance evaluation of the sanitation service shall be carried out by the Commandant ADM (daily, weekly, fortnightly or monthly basis depending upon the discretion of the CRPF Academy, Kadarapur, Gurgaon). The agency shall submit daily action plans/reports to the Commandant ADM (for each floor including open areas.)

2. The Commandant ADM shall rate the quality/performance of sanitation/housekeeping agency/tenderers and the tenderers/agency is obliged to perform to the entire satisfaction of the CRPF Academy, Kadarapur, Gurgaon.
3. The floor wise (including open area) rating for the following activities/work (indicative list only) will be evaluated.
 - a.) General cleanliness of walls and ceiling.
 - b.) General cleanliness of toilets.
 - c.) General cleanliness of window glasses.
 - d.) General cleanliness of furniture/sofa/curtains.
 - e.) General cleanliness WC/Urinals.
 - f.) General cleanliness of doors/windows.
 - g.) General cleanliness workstations, tabletops, and office equipments.
 - h.) General cleanliness of Almirah and racks.
 - i.) General cleanliness of partition doors, paneling etc.
 - j.) Cleaning of planters.
 - k.) Maintenance of corridors.
 - l.) Maintenance of open spaces.
 - m.) Sweeping/Mopping of Floors.
 - n.) Disinfecting and deodorizing of toilets.
 - o.) Control of Pests (cockroaches, rodents etc.)
 - p.) Any other activity/work identified specified by the department from time to time as per requirement.

4. The CRPF ACADEMY, KADARPUR, GURGAON reserves the right to satisfy itself about the quality of the Housekeeping services provided by the tenderers. In the event the agency does not achieve the level of satisfactory performance, the tenderers/agency is liable to be penalized by the deduction in his payment 5% and 50 % depending upon the level and duration of the continued dissatisfaction. The decision of the Director/IGP CRPF Academy, Kadarapur, Gurgaon, Kadarapur, Gurgaon will be final in this regard.

VIII. TENDER FORM, EARNEST MONEY AND SECURITY DEPOSIT:-

1. Tenderers will submit the tender form for sanitation/housekeeping services in the CRPF Academy, Kadarapur, Gurgaon along with Earnest Money Deposit amounting to Rs. 20,000/- to be paid in the form of Bank Draft of any nationalized scheduled bank in favour of Account Officer CRPF Academy, Kadarapur Gurgaon (Haryana). In no case, cheque and/or cash will be accepted. The tender will not be accepted if it is not accompanied by Earnest Money deposit as earlier explained.
2. The Earnest Money Deposit shall be adjusted towards Performance Security Deposit of the Successful Bidder. The department shall not pay interest on earnest money or performance Security deposit.
3. Total performance security deposit will be 10% of the total value of the contract of the qualifying Tender.
4. If the amount of 10% of the contract exceeds Rs. 20,000/- the balance amount be deposited by the qualifying tenderers within 30 days of the award of contract in the form of D.D. in favour of Account Officer CRPF Academy, Kadarapur Gurgaon (Haryana).
5. The tenderers should submit the duly filled and signed Tender Form along with the following documents. In case the tenderer is found to have not fulfilled any/all of the following

requirements, the entire bid is liable to be rejected without assigning any reason thereof. All documents pertaining to the firm/company submitted by the tenderers should bear the same Name and Address as recorded in the Tender Form. In case of any variation, it should be specifically clarified as to whether the change have been duly notified to the respective Authority and proof of acceptance by such Authority must be attached with the respective with the respective document submitted by the tenderers.

- a.) Earnest money deposit of Rs. 20,000/- only.
- b.) Original notice inviting tender (to be signed by the tenderers).
- c.) Service Tax Registration Certificate from the concerned Taxation Authority.
- d.) Income Tax Clearance Certificate from the concerned Taxation Authority.
- e.) Original terms and conditions of tender (each page to be signed by the tenderers.)

f.) Demand Draft/Pay order for Rs. 100/- in favour of Account Officer CRPF ACADEMY, KADARPUR, GURGAON, (As cost of the tender document).

g.) Valid registration No. of the Firm (under shops & establishment act) or registration No. of the company (under companies Act, 1956), as applicable (attach attested copy of certificate).

h.) Valid PAN card of the company/firm (Attach copy of PAN Card).

i.) Valid Provident Fund Account No. of the firm (Attach attested copy of registration).

j.) Valid ESI No. of the company/firm (attach attested copy of registration certificate)

k.) **The tenderers should have a minimum annual turnover during the preceding three financial years ending 31st March of 2008, 2009 and 2010 for Rs. 10 Lacs in sanitation housekeeping Services.** The details of the turnover for the financial year 2007-08, 2008- 09 and 2009-10 should be produced and verified by submitting the copy of Chartered Accountant Certificate for the corresponding years. The tenderers will have to furnish the details of the turnover in house Keeping service, which should total up to at least 10 Lacs for each financial year, in the following Format, on the letter Head of the Tenderers.

Year	Name of the Client	Period Serviced	Amount of Contract	Total Payment received during the financial year
2007-08				
2008-09				
2009-10				

Note: - The columns are indicative only and in case numbers of clients are services during financial year the same can be accordingly added appropriately. This information will be verified before award of tender.

l.) Balance Sheet and profit loss account for last 3 years ending 31-3-2010 duly certified by chartered accountant.

m.) Tenderers should give the documentary proof of minimum three years experience (for the last 3 financial years) in providing Sanitation/House Keeping Services. The experience shown should be for providing continuous service for at least one year, for each client piece meal jobs executed will not be counted). This should be given in the following format and it should be submitted on Letter head of tenderers.

Sr. No	Year	. Name and Address of the client where the Experience in Providing house Keeping Services is Claimed (one year or more)
1.	2009-10	
2.	2008-09	
3.	2007-08	

n.) In the column meant for experience in housekeeping services, the tenderer should give n.) In the column meant for experience in housekeeping services, the tenderer should give the details of clients serviced during mentioned period. Also attach the attested copies of performance certificates issued by the clients of the tenderers. The minimum qualifying rating for performance certificates is prescribed as satisfactory. The tenderers who do not attach the minimum of satisfactory performance certificate for the above said period may not be considered and their tender is liable to be rejected. The sample performance certificate to be attached by the tenderers is given below and it should be issued by the client of the Tenderers (on client's letter head).

Performance Certificate

It is certified that M/s (tenderers) had provided Sanitation/Housekeeping Services to our firm for the premises located at _____ having a built up area measuring _____ Sq. ft. for the period from _____ (date -to- date). The annual financial component of the house keeping work contract for the above said work is Rs. _____ (in words) _____. The performance of the firm was satisfactory/good/very good.

Signature of the client (of the tenderers)
With seal of the client firm of the tenderers)

Note: - the tender committee may also accept performance certificate on other similar Performa and its decision shall be final.

All the above documents should have the stamp of the firm or company; every document/paper mentioned above should be signed by tenderers on every page.

(including the Performance certificate issued by Tenderers clients.)

IX. FINANCIAL BID:

1. **The tenderers should quote the rate and amount tendered on monthly rate on per square feet basis in Rupees in figures and as well as in words.** The rate and amount of the tender should be inclusive of all applicable charges and taxes etc and in accordance with the provisions of Minimum Wages Act, Contract Labour Act and other Statuary provisions like Provident Fund Act, ESI, Administrative Charges etc. but exclusive of Service Tax i.e. extra as applicable from-time-to-time.

2. The tenderers should take care that the details, rate and amount should be written in such a way that interpolation is not possible. No overwriting in the Financial Bid will be allowed and no blanks should be left, such type of tender is liable to be rejected.

3. The rates quoted should be in Lump sum/consolidated per month and shall be valid for the period of tender/contract/agreement including the extended period (if any).

4. The tenderer should quote the amount tendered/financial bid as per ANNEXURE 'VI' be given in the letterhead of the company/Firm/Tenderer.

5. The financial bid should have the stamp of the firm or company and signed by the tenderers on every page.

6. The Financial Bid ("Annexure VI) shall be enclosed in the same envelope along with other documents mentioned above, however, financial bid of only those tenderers will be opened who fulfill all the requirements mentioned in this tender.

X. PERIOD OF TENDERED WORK:

The tender will be awarded for a period of one year from the day the selected agency starts providing the Sanitation/Housekeeping Services in CRPF Academy, Kadarapur, Gurgaon

XI. PAYMENT OF BILLS:

1. Bill payment will be made by CRPF Academy, Kadarapur, Gurgaon after submission of the bill in respect of undisputed bills through Pay and Account Office CRPF after following due procedure. Bill will be submitted by the agency on monthly basis. The agency while preferring the bill for payment will have to certify that the wages (as per Minimum Wages Act and other Statuary Liabilities) of the employees deployed on site, for the month for which the bill pertains have been disbursed. PAN No & TIN No. should be quoted on the body of the bill. Proof of Payment made for PPF & ESI etc. for the staff deployed in the CRPF Academy, Kadarapur, Gurgaon be endorsed with the bill.

2. Wherever any over payment comes to the notice of CRPF Academy, Kadarapur, Gurgaon the same shall be deducted by CRPF Academy, Kadarapur, Gurgaon from any sum due or which at any time thereafter may become due to the agency under this tender/agreement/contract, and failing that, under any other Tender/contract/agreement with CRPF ACADEMY, KADARPUR, GURGAON or from the Performance Security deposit of the tenderer.

3. CRPF Academy, Kadarapur, Gurgaon reserves the right to carry out post payment audit and/or technical examination of the final bill including all supporting vouchers, abstract etc. CRPF ACADEMY, KADARPUR, GURGAON further reserves the right to enforce recovery of any over payment whenever detected.

4. If as a result of such audit and technical examination, any overpayment is discovered in respect of any work done by the agency or alleged to have been done by the agency under the tender/agreement/contract, it shall be recovered by the CRPF Academy, Kadarapur, Gurgaon form the agency by any or all the methods prescribed above or through a Court of law as the situation warrants.

XII. NOTICE OF THE CRPF Academy, Kadarapur, Gurgaon:

Subject to as otherwise provided in this Tender, all notices to be given on behalf of the CRPF ACADEMY, KADARPUR, GURGAON and all other actions to be taken on its behalf may be given or taken by the Director CRPF Academy, Kadarapur, Gurgaon, Kadarapur, Gurgaon

XIII. NO LIABILITY OF THE CRPF Academy, Kadarapur, Gurgaon:

1. The **CRPF Academy, Kadarapur, Gurgaon** shall not provide any residential accommodation to the Sanitation/Housekeeping personnel employed by the agency. No

cooking or lodging shall be allowed in the offices building for the staff engaged by the contracting agency.

2. The **CRPF Academy, Kadarapur, Gurgaon** will be under no obligation to provide employment to any of the employees of the housekeeping agency during or after expiry of tender/agreement/contract period and the HP recognizes no employer-employee relationship between CRPF ACADEMY, KADARPUR, GURGAON and the Sanitation/Housekeeping employees deployed by the contracting agency.

3. The CRPF Academy, Kadarapur, Gurgaon shall not be responsible financially or otherwise for any injury to the Housekeeping personnel in the course of performing the sanitation/Housekeeping functioning as per this tender. This liability shall solely be of the tenderers.

XIV. TERMINATION OF TENDER:

1. If the agency at any time makes default in executing housekeeping job with due diligence and care and continues to do so, and/or the Sanitation/Housekeeping agency commits default in complying with any of the terms and conditions of tender and does not remedy it or take effective steps to remedy it, or fails to complete the works as per the terms and conditions and does not complete them within the period specified in the notice given to him in writing, the CRPF ACADEMY, KADARPUR, GURGAON may without prejudice to any other right or remedy, which shall have accrued or shall accrue thereafter to the contracting agency, shall cancel the contract/agreement after one month notice and security deposit will also liable to be forfeited by the CRPF Academy, Kadarapur, Gurgaon . CRPF Academy, Kadarapur, Gurgaon, on such cancellation, shall have powers to carry out/execute the work through other agencies by any means at the risk and cost of the contracting agency.

2. The CRPF Academy, Kadarapur, Gurgaon reserves the right to terminate the contract, without assigning any reason. By giving to the tenderers one month notice of its intention to do so and on the expiry of the said period of notice, the contract/agreement shall come to an end.

3. If any information furnished by tenderers is found to be incorrect or false at any time, the tender/contract/agreement is liable to be terminated, after one month's notice and the Security deposit will also liable to be forfeited by the CRPF Academy, Kadarapur, Gurgaon.

4. In case the agency wants to terminate the tender/contract/agreement, it shall have to give two months notice in advance to this effect to the CRPF Academy, Kadarapur, Gurgaon.

XV. ARBITRATION

In the event of any dispute arising out of this tender/contract/agreement or in connection with the interpretation of any clause in the terms and conditions of the tender/agreement/contract or otherwise, the matter shall be referred to the Director CRPF Academy, Kadarapur, Gurgaon who will be the arbitrator. Courts at **Gurgaon** shall have jurisdiction in connection with any dispute/litigation arising between the parties concerned to the given Contract/Agreement.

XVI. OTHER CONDITIONS OF THE TENDER:

1. The Tender form should be clearly filled in ink legibly or typed and no column should be Blank . No interpolation is permissible.

2. Change in the name of the tenderer during the tender process shall not be allowed under any circumstances.

- 3.** Every paper of the tender should be signed by the Tenderer with seal of Agency/Firm/Company.
- 4.** No change in constitution /share holding of the successful tenderer will be allowed under any circumstances without the prior approval of the CRPF ACADEMY, KADARPUR, GURGAON in writing.
- 5. The Agency submitting the tender would be presumed to have considered and accepted all the terms and conditions of this tender. No enquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the tender.**
- 6.** The Contracting Agency shall indemnify the CRPF Academy, Kadarapur, Gurgaon against all other damages/changes and expenses for which the CRPF Academy, Kadarapur, Gurgaon is held liable or pays on account of the negligence of the Agency or his servants or any person under its control, whether in respect of accident, injury to the persons or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.
- 7.** In case of any person signing the tender/contract/agreement on behalf of limited Company of Firm, letter of authority/resolution passed by the company/firm empowering him to sign the tender/agreement/contract on behalf of the company or firm shall be enclosed with the tender.
- 8.** If any damage/theft is caused to the assets/property/office equipment by Sanitation/Housekeeping personnel and/or supervisor of the agency or otherwise then the contracting agency shall bear the cost of repair or replacement or damages as the case may be.
- 9** Any person who is in government Services or an employee of the CRPF ACADEMY, KADARPUR, GURGAON should not be made a partner to the tender by the agency directly or indirectly in any manner whatsoever.
- 10.** The Contracting agency shall not transfer the tender to any other person in any manner. The agency shall not be permitted to sub-contract the work to any other person/firm/agency.
- 11.** Any other appropriate provisions as advised by the CRPF ACADEMY, KADARPUR, GURGAON shall be incorporated in the agreement to be executed by the contracting agency and the same be binding on both the parties to the ensuing contract/agreement.
- 12.** That the successful tenderer shall, take immediate steps to get a license under relevant Contract Labour Act (wherever Applicable).
- 13.** The agency shall provide a non-judicial stamp paper of Rs. 100/- for preparing a contract/agreement. The successful tenderers shall enter into a contract/agreement with the CRPF ACADEMY, KADARPUR, GURGAON as per the terms and conditions of the tender within one month from the issue of letter of acceptance or whenever called upon to do so by the CRPF ACADEMY, KADARPUR, GURGAON whichever is earlier.
- 14.** That the agency shall have to provide any additional personnel for allocating any additional Sanitation/Housekeeping duty as directed by the CRPF ACADEMY, KADARPUR, GURGAON or any authorized officer of the CRPF ACADEMY, KADARPUR, GURGAON in addition to those

duties/personnel covered in this tender. The work order should be issued for deployment of extra manpower as per contract rate.

15. The Contacting agency will have to ensure cleanliness of the site by using the requisite quantity and quality of materials to the entire satisfaction of the CRPF ACADEMY, KADARPUR, GURGAON. If the CRPF ACADEMY, KADARPUR, GURGAON indicates that the cleanliness or Housekeeping services are not adequately satisfactory on account of insufficient Tools, material and/or manpower, then additional materials, tools and/or manpower, as the case may be, will have to be brought in by the agency without charging any extra cost.

16. The Tools and material to be deployed must be such that it does not cause any damage to fittings fixtures, walls, floor finish and/or other articles lying at the site.

17. The contracting agency shall not employ any person who has not completed Eighteen years of age.

18. The contracting agency before execution of the work shall specify the actual number of workers to be engaged for housekeeping job. The agency shall employ supervisor to supervise the job and the supervisor shall have sufficient experience in the Housekeeping services in educational institutions or other similar establishments so as to maintain the building to the required standard and quality to ensure workmanship of the requisite specified degree to the entire satisfaction of the CRPF ACADEMY, KADARPUR, GURGAON. He /She must be able to watch and supervise the work and to test and examine materials to be used. He /She must ensure the maintenance of performance standards and periodicity of cleaning. The supervisor who should be deployed round the clock by the agency shall also receive instructions from the CRPF ACADEMY, KADARPUR, GURGAON and/or any authorized officer of the CRPF ACADEMY, KADARPUR, GURGAON from time to time for carrying out the House-Keeping Services at the office complexes of CRPF ACADEMY, KADARPUR, GURGAON.

19. A complete list of the Housekeeping staff, engaged by the agency for deployment in the site, shall be furnished by the contracting agency to the department along-with the complete address and other antecedents of the staff. The agency shall deploy only those staff whose antecedents have been verified by the agency. The agency should give a certificate to that effect to the department.

20. Each housekeeping services staff engaged by the contracting agency shall wear the prescribed uniform meant for Housekeeping according to season (i.e. summer uniform in summer and winter uniform in winter season) and a badge bearing his name and designation, while on duty. The said uniform and badge be provided and maintained by the contracting agency at its own cost.

21. CRPF ACADEMY, KADARPUR, GURGAON shall be at liberty to direct and to require the contracting agency to remove from the work, any person employed by the agency including insect control agency engaged by it), who in the opinion of CRPF ACADEMY, KADARPUR, GURGAON misconducts himself or is incompetent or negligent in the proper performance of his/her duties or infirm and invalid/or indulges in unlawful activities or the like and such person shall not be again employed on the work without written permission of the CRPF ACADEMY, KADARPUR, GURGAON.

- 22.** Water supply for carrying out the work as per this tender shall be given in the toilets only. The contractor shall be required to make his own arrangements to carry the water wherever required by means of base pipes, buckets as per requirement.
- 23.** All the Terms and conditions contained in these tender documents will be a part and parcel of the agreement/contract to be executed by the contracting agency with the CRPF ACADEMY, KADARPUR, GURGAON.
- 24.** Once the competent authority accepts the tender, the contracting agency shall be responsible to provide the Sanitation/Housekeeping services within 10 days from the date of issue of letter of acceptance.
- 25.** Canvassing in connection with the tender is strictly prohibited which may disqualify the tender. Tender must be unconditional.
- 26.** tender not confirming to the requirements as per the terms and conditions will be rejected and no correspondence shall be entertained in this regard whatsoever.
- 27.** All the intending tenderers are advised to keep a photocopy of the Tender documents with them for their future reference. All the intending tenderers are further advised to visit the office complexes of CRPF ACADEMY, KADARPUR, GURGAON with prior appointment from Commandant ADM to understand the nature and volume of work before participating in the Tender and then quote the rate/amount per month for the work, because no subsequent request of the tenderers for additional payment claim on any account will be entertained by the CRPF ACADEMY, KADARPUR, GURGAON under any circumstances.
- 28.** For any clarification regarding the scope of work and/or any terms and conditions of tender, the intending tenderers can seek clarification from Commandant (Adm) on any working day in person. Tenderers are requested to visit the premises for actual appreciation of job work.
- 29.** Attendance report of all the staff deployed at Office Complex of CRPF ACADEMY, KADARPUR, GURGAON shall be given to Commandant (Adm) every day.
- 30.** No manpower other than those on duty shall be allowed to stay in the premises during the specified working hours. The agency shall be responsible for the watch and ward not only of his/her stores but also of the fittings and fixtures in the common areas in the building.
- 31.** All requirements under various statutory laws including relevant Labour Act must be complied with the agency. Any default will be liability of the agency and the agency shall be liable to reimburse any amount paid by the CRPF ACADEMY, KADARPUR, GURGAON by way of default, interest and penalty. The agency shall undertake to furnish all the details as and when asked for by the CRPF ACADEMY, KADARPUR, GURGAON. The agency will also maintain the relevant records of all payments made by the agency and will produce to the satisfaction of the CRPF ACADEMY, KADARPUR, GURGAON immediately whenever asked for.
- 32.** The agency shall be responsible for the good conduct/behavior and integrity of its personal and will also be responsible for any act of omission or commission on their part.

33. The agency will be responsible for supply of the garbage bags, for collecting garbage and disposal outside at sites designated for this purpose. The material so collected will be screened/checked by the Security Personnel.

34. The deduction at the rate of Rs. 100/- per day for the workers and Rs. 300/- per day for supervisor will be made for each day of absence of manpower, regardless of the reason.

35. Weekly performance of the Service Provider will be observed by the Commandant ADM entrusted with supervision of works.

36. Bill shall be submitted at the end of each month (in duplicate) along with certificates for satisfactory performance from the user sections/officers in support of having performed the job of cleaning and sweeping in this office premises. This certificate will be counter signed by **the COMMANDANT (ADM), CRPF Academy, Kadarapur Gurgaon (Haryana)**

37. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour Regulation & Abolition Act 1970), EPF, ESI etc. with regard to the personal engaged by him for sanitation works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the Department and the Labour Department.

38. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, contract Labour (Regulation and abolition) Act, EPF, ESI and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for the Department.

39. The designated manpower on a given day can also be deployed for other services like shifting equipments/furniture etc. apart from sanitation & housekeeping services.

XVII. REJECTION OF TENDER:

1. The entire columns and rows in the Tender format (including Tender form and Financial Bid) should be filled up. Tender incomplete by any manner is liable to be rejected without assigning any reason. No interpolation is permissible.

2. The Director, CRPF Academy, Kadarapur, Gurgaon reserves the right to reject any or all tender (s) without assigning any reason thereof.

Firm Names & Address

- 1. M/s, Vajra Security Solutions Private Limited** Address: B-1/1, Aditi Apartment, B Block, Janak Puri,, New Delhi - 110 058, India
- 2. Sartaj Utility Services** Address: GF-132-E, E, Sushant, Shopping Arcade Sushant Lok, Phase-1, Gurgaon –
- 3. Avon Perfection Protection Services Pvt. Ltd** Address: No. K-139, Shop No. G-11A, Gupta Apartment, Kalkaji, Near L-Block, Gurudwara, New Delhi - 110 019, IndiaPhone:
- 4. Petal Management Services Private Limited** Address: 303, 3rd Floor, Pankaj House, Plot No-3, H, Block, Sarita Vihar, New Delhi - 110 076, India
- 5. Yashika Facility & Manpower Solution** Address: # 5,Uday Ram Block, Near S. B. I. Bank, Old Delhi Gurgaon Road, Kapashera, Delhi - 110 037, India
- 6. SSA Techno Construction Private Limited**Address: No. 101-C, Ist Floor, Pal House, Hari Nagar Ashram, Delhi - 110 014, India
- 7. Master Care Group**, address Building Off Karve Road, Erandwane, Pune - 411 004, India

8. **Alpha Facility Services**, Address: F - 208, Lado Sarai, Opposite Maharaja Arts, New Delhi - 110 030, India
9. **Easto Group Address Complex**, Near Badkhal Rly. Crossing Crossing, Faridabad - 121 003, India
- 10 **Rohit Enterprises, Pune** Address: Office No. 341/349, Above Govinda Hotel, C-Wing, 2nd Floor, Jai Ganesh Vishwa, Vishrantwadi, Pune - 411 015, India
11. **Excel Formulations** Address: No. 401, Sanidhya Complex - A, Opposite Anandnagar Shopping Center, Prahladnagar, 100 - Feet Road, Satellite, Ahmedabad - 380 015, India
12. **T. D. S. Placements & Services Private Limited**, Address: S. C. O - 910, Basement, N. A. C. Manimajra, Chandigarh - 160 101, India
13. **Signature Services Syndicate** ,Address: D- 386, Pul Pehladpur, Suraj Kund Road, Near D. D. A. Flats, New Delhi - 110 044, India
14. **Karb Security Services**, Address: F- 356, Sector- 63, Noida - 201 301, India
15. **Nutech Engineering Company**, Address: 329, Vardhman crown mall,Plot No. 2 LSC, sec-19 Dwarka, Delhi - 110 075, India
- 16 **Bharat Pest Control Services Delhi** ,Address: M-1, Mezzanine Floor, Vardhman City-2 Plaza, Asaf Ali Road, Near Delhi Stock Exchange, Delhi-110002
- 17.. **M/s, To, DIGP, EDP Cell,DteGenl,CRPF** , 1,CGO Complex,Lodhi Road , New Delhi for publication in CRPF Web site.

-SD-on 02/02/2012

Brig. (Retd.) Maan Singh, VSM, DIGP
For Director/IGP CRPF Academy
For and on behalf of the President of India

CHECK LIST

Technical Bid

1. Duly completed tender form.
2. Earnest money deposit (Demand Draft Rs. 20,000/- (Rs. Fifty Thousand only) in favour of Account Officer, CRPF ACADEMY, KADARPUR, GURGAON.
3. Notice Inviting Tender.
4. Terms & Conditions of the tender duly signed on each page.
5. Demand Draft Rs. 100/- (Rs. Hundred only) in favour of Account Officer, CRPF ACADEMY, KADARPUR, GURGAON as cost of tender document.
6. Registration No. of the Firm (under Shops & Establishment Act) or registration No. of the company (under companies Act, 1956), as applicable (attach attested copy of certificate).
7. Service Tax clearance Certificate.
8. Income Tax clearance Certificate.
9. PAN Card of Firm/Company (attach attested copy of PAN Card).
10. Provident Fund Account No. of Firm/Company (attach attested copy of certificate).
11. ESI No. of Firm/Company (attach attested copy of certificate).
12. The details of turnover for the year 2007-08, 2008-09 and 2009-10 should be shown and verified by submitting the copy of Income Tax Returns of respective financial year (Heading 8.5. (l)).
13. The details of the turnover on the Letter Head of the Tenderers as per the Format provided at Heading 8.5 (l).
14. Details of work executed by the tenderers in its letterhead (As at Heading 8.5.(n)).
15. Copies of work Orders issued by Tenderers clients as per point 15 above.
16. Performance Certificate in Sanitation/house Keeping Services (to be submitted on the letterhead of the Tenderers) as per pro-forma at Heading 8.5. (o).
17. Performance Certificate (attested copies) issued by the clients to the tenderers, (which should have minimum rating of 'satisfactory') for five years.

Financial Bid

18. Financial Bid in the letterhead of the Firm/Company (Annexure VI).

Complete Bid

19. Technical bid envelope and Financial bid envelope both shall be placed in a single large envelope and it should be sealed and super-scribed, as " Bid for Sanitations & Housekeeping Services at CRPF ACADEMY, KADARPUR, GURGAON.

Signature of the Tenderers
With Seal of the Firm/company

ANNEXURE-II

Enclosure List

(Fill the page Nos., where the documents mentioned are placed)

1. Duly completed Tender Form at Page No._____.
2. Earnest money deposit (Demand Draft/Pay order of Rs. 20,000/- in favour of Account Officer, CRPF ACADEMY, KADARPUR, GURGAON at page No._____.
3. Notice Inviting Tender at Page No. _____.
4. Terms and Conditions of the Tender from Page ____ to _____.
5. Demand Draft for Rs. 100/- in favour of of Account Officer, CRPF ACADEMY, KADARPUR, GURGAON, as cost of the tender document, if the same was downloaded from website, in case Tender Document is purchased by cash, enclose the cash receipt at Page No. _____.
6. Registration No. of the Firm/Company attested copy placed at Page _____.
7. Service Tax clearance Certificate at Page No. _____.
8. Income Tax Clearance Certificate at Page No. _____.
9. PAN card of Firm/Company attested copy placed at Page_____.
10. Provident Fund Account No. of Firm/Company attested copy placed at page No._____.
11. ESI No. of Firm/Company attested copy placed at page No._____.
12. Details of turnover of the Firm/company to be submitted on the letterhead of the Tenderers. Also attach the income Tax Return to prove the turnover claimed for the preceding three financial years from Page _____ to Page_____.
13. Details of works executed by the tenderer on its letterhead placed at Page_____.
14. Copies of work Order issued by Tenderer client attested copy placed at Page_____.
15. Details of experience in Housekeeping services (to be submitted on the letterhead of the Tenderers) placed at Page No. _____.
16. Attested copies performance certificate issued by the clients of the Tenderers, for five years 2009-10, 2008-09, 2007-08, copies placed from Page_____ to page _____.
17. Financial bid as prescribed in the check list at Sl. No. 18 on the Letter Head of the tenderers is Placed at_____.

(Signature of the Tenderer with Name & Seal)

Place: _____.

Date: _____.

TENDER FORM FOR PROVIDING SANITATION & HOUSE-KEEPING SERVICES in OFFICE PREMISES OF CRPF ACADEMY, KADARPUR, GURGAON

Affix duly attested
P.P. size Photograph
of the tenderer

- a.) Name of the Tenderer (in Block Letters) _____.
- b.) Status of the agency whether Public Ltd. Pvt. Ltd./Partnership Firm/Partnership/Proprietorship _____.
- c.) Registration No. and year of Establishment of Firm/Company. _____.
- d.) Name and Designation of the Tenderer _____.
- e.) Name of Father/Husband of the Tenderer _____.
- f.) Full residential address of the tenderer with proof _____.
- g.) Tenderer Registered office address _____.
- h.) Tenderer Address for correspondence: _____.

i.) Details of Earnest Money Deposit

Name of Bank	Draft/Pay order No	. Date	Amount (Rs.)

I/we the undersigned being the tenderer as mentioned above, hereby apply to the CRPF ACADEMY, KADARPUR, GURGAON for providing Sanitation & housekeeping Services in the Office Complexes of CRPF ACADEMY, KADARPUR, GURGAON as described above in accordance with the terms & conditions of the tender. I/We have read and understood the terms & conditions of the tender and hereby unequivocally accept the same. The terms and conditions of the tender and the notice Inviting tender are also signed and being submitted with the tender form.

(Signature of the tenderer with Seal of the Firm/Company)

Place: _____

Date: _____

Note:-

- Any correction in the application form should be fully signed by the Tenderer.
- All pages of the tender application form should be fully signed by the Tenderer.
- Strike out items whichever is not applicable.

ANNEXURE 'VI'

FINANCIAL BID

FOR

SANITATION/Housekeeping SERVICES IN THE Office Complexes of CRPF ACADEMY, KADARPUR, GURGAON.

I/We (_____) on behalf of M/s _____

_____ hereby undertake to carry out entire

Sanitation/Housekeeping work (including consumables as per Annexure 'IV') as specified in this tender for:

Sl No	Area Specification	Details	Amount (Rs.) per month Per Sq Feet/Lumpsum
1	Covered Area- trainee Officers' hostel	Hostel rooms, Mess, Lounge, Corridors, stairs and other common areas, Toilet/Bathrooms	
2	Open Area- trainee Officers' hostel	Lawn, parking and other general adjoining area, terrace	
3	Covered Area -Adm and trg block	Offices, corridors, classrooms, stairs and common areas/rooms, Toilet/Bathrooms , Auditorium	
4	Open Area- Adm and trg block	Lawn, parking and other general adjoining area, terrace	

Inclusive of all applicable charges with Service Tax extra as applicable from time to time. This rate/amount will be valid for the period of tender/contract/agreement from date of actual start of work and shall also be valid for the extended period (if any), as per the terms and conditions of the tender. The rate quoted above is inclusive of all applicable charges, taxes and in accordance with all the statutory liabilities/provision/rules/regulations like Minimum Wages Act, Contract Labour (R&A) Act 1970 etc and provide for Provident Fund, ESI, Bonus, Gratuity, EDLI, and Administration charges, etc.

Signature of the Tenderer
With Seal of the firm

Witness (I)

Signature _____

Name _____

Address _____

Witness (II)

Signature _____

Name _____

Address _____
