

THE NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE
Baba Gang Nath Marg, Munirka, New Delhi-110 067

Sealed tenders are invited from eligible contractors, in connection with the outsourcing of the following services for National Institute of Health and Family Welfare:-

S.N.	Tender number	Name of the service	Estimated Cost in Rs.	Period of Contract	Earnest Money in Rs.	Cost of Tender Form	Date and time of Pre Bid Meeting	Date of commencement of sale of Tender Form	Last date for sale of Tender Form	Last date submission of tender	Date and time of opening of tender
1	2	3	4	5	6	7	8	9	10	11	12
1	NIHFW/WS/13-3/2017	Annual Contract for Security Services	11451496/- per annum	One year	2,25,000/-	Rs. 1000/-	24.07.2017 at 3 PM	18.07.2017 from 10.30 AM to 4.30 PM	24.07.2017	27.07.2017 By 3 PM	27.07.2017 By 3.30 PM
2	NIHFW/WS/12-3/2017	Annual Contract for Housekeeping Services	1,23,88,621/- per annum	One year	2,50,000/-	Rs. 1000/-	24.07.2017 at 3 PM	18.07.2017 from 10.30 AM to 4.30 PM	24.07.2017	27.07.2017 By 3 PM	27.07.2017 By 3.30 PM

- **The Tender Notice and other details may also be seen and downloaded from website www.nihfw.org**
- The Tender document may be purchased from Account Section, NIHFW by making payment in cash or by a Demand Draft drawn in favour of Director, NIHFW on any working day during the period mentioned above, between **10.30 AM to 4.30 PM**. The Tender Document may also be downloaded from the website of the Institute.
- The tender forms can be downloaded from the website of the Institute even before the date of commencement of the sale of the tender form. Similarly the tender form can be downloaded from the website after the last date for sale of the form, mentioned above, but well before the time of submission of the tender.

DIRECTOR, NIHFW



TENDER DOCUMENT No. NIHFW/WS/13-3/2017

THE NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE

Munirka, New Delhi -110067

SUBJECT Tender for annual contract of Security Services in NIHFW Campus.

Earnest Money Deposit : Rs. 2,25,000/- (Two Lac Twenty Five Thousand only)

{The EMD must be enclosed with the Tender in the form of Demand Draft or Banker's cheque of any Scheduled Bank drawn in favour of Director, NIHFW, payable at New Delhi }

Cost of Tender Document: Rs.1000/- in the form of Cash. (In case a bidder is using the tender document downloaded from the Institute's website, a demand draft for Rs.1000/-, drawn in favour of Director, NIHFW, payable at New Delhi will be required to be submitted in addition to the demand draft for EMD.)

Details of the Earnest Money Deposit (EMD) and if applicable, the cost of the Tender Form.

Sr. No.	DD No.	Date	Amount (Rs.)	Drawn on Bank

Name of the Contractor/Agency with complete address and phone no.	
PAN No.	

Note :- All the interested bidders for the said contract are requested to attend in the pre bid meeting of the tender on 24.07.2017 at 3.00 PM in the Institute

Date of commencement of sale of Tender Form :18.07.2017. from 10.30 A.M to 4.30 PM
Last date for sale of Tender Form : 24.07.2017 from 10.30 A.M to 4.30 PM
Last date for submission of Tender Form : 27.07.2017 by 3.00 PM
Date & Time for opening of Technical Bid : 27.07.2017 at 3.30 PM
Date & Time for opening of Financial Bid : Will be intimated to all eligible bidders, separately

(S.P.SINGH)
WORKSHOP & MAINTENANCE OFFICER

INSTRUCTIONS TO BIDDERS

I. INTRODUCTION

The National Institute of Health & Family Welfare (NIHFW) is an autonomous organization under the aegis of the Ministry of Health & Family Welfare, Govt. of India. The Institute Campus is located between DDA Flats, Munirka and Old JNU Campus, New Delhi.

II - TENDER DESCRIPTION, TERMS & CONDITIONS AND ELIGIBILITY CRITERIA

Two Bid Tenders (Technical Bid + Price Bid) are invited for annual contract of Security Services in NIHFW Campus on behalf of the Director, NIHFW from eligible agencies, having experience in similar work. The agency shall fulfill the following:

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

(ii) The agency should be registered with EPFO & ESIC and should have the valid registration certificates.

(iii) The agency should have Registration of Service Tax/Sales, Tax & TIN etc. and should have submitted the last tax return, on time.

(iv) The agency should have valid PAN No. in the name of the firm.

(v) Minimum average Annual turnover of agency should be more than **one crore, during the** last three financial years. The company must submit last 3 years' income tax return along with tender document.

(vi) The company should have been in existence for more than three years and should have its registered office in Delhi or NCR only.

(viii) In case Security agency is blacklisted by any government organisation, the tender will be liable to be rejected.

Technical bid will be submitted in the proforma for **Technical Bid**, given at **Annexure 'A'**.

(ix) **Price Bid** will be submitted in the proforma for Price Bid, given at **Annexure 'B'**

III. TENDER DOCUMENTS:

The Tender document comprises of:

- a) Notice of Invitation of Tender
- b) Form of Technical Bid (Annexure-A)
- c) Form of Price Bid (Annexure-B)
- d) Terms and conditions
- e) Form of Agreement (Annexure-II)
- f) Other Annexures.

The bidder is expected to examine all instructions, Forms, Terms, and Conditions given 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 will be at the bidder's risk and may result in rejection of his bid.

IV. DURATION OF CONTRACT:

The contract will be initially for **one** year and the Institute reserves the right to curtail or to extend the contract on the same rates and terms and conditions for such period as may be agreed to, **but not beyond further three years** subject to satisfactory work performance. **However, the minimum wages will be revised as per orders of the Government from time to time, but the contractor's profit will remain the same.**

V. SCOPE OF WORK

The Institute being an apex body in the field of health & family welfare programmes is widely visited by the International delegates, visitors, eminent scholars, representatives of international bilateral agencies, high ranking govt. officials etc. Therefore, the agency should be capable of meeting special security needs of following:

A. OFFICE COMPLEX

The Office Campus consists of the following:-

1. Administrative Block.
2. Academic Block
3. Display Hall
4. Clinic & Laboratory Block.
5. Animal House and NCCVMRC
6. Incinerator House.
7. A/C Plant Room.
8. National Documentation Centre.
9. Public Health Museum
10. Teaching Block
11. Workshop.
12. Sub-Station.
13. Pump House.
14. Scooter/Car garages and Cycle stand.
15. Hostel.
16. Guest House.
17. Director Bungalow.

B. RESIDENTIAL COMPLEX

The Residential campus consists of following:-

1. Residential Flats of Type I, II, III, IV and V.
2. Pump House
3. Fire Fighting Equipments
4. Lifts in Residential Complex
5. Water Recycling Plant
6. Solar and Electrical Lights
7. Other Official Assets

C. MINIMUM TOOLS AND EQUIPMENTS REQUIRED

Following minimum equipment will be required for Security work at NIHFV:

1. Metal Detector- 6 Nos.
2. Walky talky- 2 Nos.
3. Security Torch- 2 Nos.
4. Watchman's stick (Made of bamboo) - 10 Nos
5. Watchman's stick (Made of plastic fiber) - 10 Nos.
6. Traffic handling Torch- 4 Nos.
7. Cycle - 4 Nos.
8. Whistle (Made of Steel) - 4 Nos.
9. Security Mirror for checking cars etc - 2 Nos.

The agency may also be required to arrange other equipments as per requirement from time to time and as per Instructions of Workshop and Maintenance Officer.

The Institute intends to entrust the security of the Office and Residential Complex to a reputed Security Agency on Annual Contract Basis. The agency shall be responsible for all Institute assets in above places on round the clock basis.

VI. DUTIES & RESPONSIBILITIES AND RELATED ISSUES

1. The Agency shall be responsible for all security measures and arrangements to safeguard the property, both movable and immovable of the Institute in office and Residential campus round the clock.
2. The Agency will indemnify the property of the Institute against theft, loss, pilferage and fire from the areas entrusted to its control and shall be responsible for all such losses.
3. **Total 31 Security Guards and 03 Supervisors** will be needed every day. The Agency have to look after the Security of the Office complex and as well as the Residential Campus round the clock. Total man power deployed at Institute may be approved by Institute Authority before deployment.
4. A daily list of Security Supervisor and Security Guards on duty should be provided to this office (Workshop & Maintenance Section).
5. The Institute reserves the rights to increase or decrease the number of security staff deployed as per need, without assigning any reasons.
6. No existing approved guard should be removed and no new guard should be deployed without approval of Institute.
7. The Agency shall be responsible to provide immediate replacement in place of absent guards/Security Supervisor/Security Officer.
8. No Guard/Security Supervisor should be remove/deployed without approval of Institute Authority.

9. Changing of Security Supervisor/Security Guards should be intimated in writing to the Dy. Director (Admn)/WMO in advance. The non –compliance will be treated as breach of contract and penalty of 1% of monthly bill may be imposed on the agency. On repetition of such act, the contract may be terminated and agency may be blacklisted by the Institute.
10. The Agency will maintain appropriate Registers at every Entry Point and will enter the name of the visitor with his Name, Contact No., full address (as per the ID Proof), and will ensure that no person enters the Institute premises without entering his details in the Register. The agency may also be required to issue gate pass to visitors.
11. The Agency shall maintain a register for outside vehicles not having the NIHFV official sticker, mentioning the vehicle number, time of entering and leaving the Campus. The agency will issue gate pass at the time of entry and collect the same at the time of exit.
12. The Agency shall be responsible for entry of all visitors in the Institute campus. The agency may need to check vehicles with necessary devices.
13. The agency must have adequate devices to check the vehicles entering the Institute premises.
14. The Agency should regularly check all the contract staff and other staff at Institute, as per the instructions of the Institute from time to time. Lady staff will have to be made available to check ladies, if required. The agency will also have to keep Attendance Register of the contractor's staff.
15. The Security Agency will also be responsible for prevention of misuse of light and water in the Institute Campus. The Security Guards will switch off lights in day time and turn off taps in case water is flowing unused.
16. The Agency shall not deploy the Security Guard/Security Officer/Supervisor for more than the normal duty hours except in emergency.
17. The Security Supervisors have to take three rounds during 11.00 PM to 4.00 AM. The Security Guards on Patrolling will make minimum four rounds during day and night.
18. The Security Supervisor and Guard shall follow the instructions/orders issued by the Institute from time to time.
19. The Security Supervisor/Guard will also take round of all the important and sensitive points of the premises as specified by the Institute.
20. The Guards on duty will also take care of vehicles, scooters/motor cycles/bicycles parked in the parking sites located within the premises of the Institute.
21. Entry of the street dogs and stray cattle into the premises is to be prevented. They should be driven out at once.
22. The Guards on patrol duty should take care of all the water taps, valves, water hydrants etc. installed in the open all over the premises.

23. It should be ensured that flower plants, trees and grass lawns are not damaged either by the staff or by the outsiders or by stray animals.
24. The Supervisors/Security Guards should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire fighting material available on the spot. They will also help the fire fighting staff in extinguishing the fire or in any other natural calamities.
25. In emergent situations, supervisor and security staff deployed shall also participate as per their role defined in the disaster plan, if any, of the NIHFV. Supervisors/Guards should be sensitized for their role in such situations.
26. The Security Guard on duty shall not leave the premises until his reliever reports for duty.

VII. GENERAL TERMS AND CONDITIONS

1. The Agency/Contractor shall be responsible to the Head of the Institute i.e. Director or officer in-charge nominated by the Director for the execution of day-to-day work of the Campus. In day-to-day matter, decision of Director NIHFV will be final and binding on the agency. All the workers will mark their attendance on register/biometric machine provided by the agency as per the instruction of the Institute authority.
2. The Agency shall work under the overall supervision and directions of the Officer In charge nominated by Director of the Institute.
3. The contractor should have round the clock control room service in Delhi along with quick response teams to deal with emergent situations. Tenderers will provide stationery like attendance register etc. and other items to run the contract smoothly.
4. The Security agency will provide two Pairs of **Uniforms (winter and summer) of Approved Colour** to his workers while on duty within the premises. The workers shall always be in uniform. Security Guard and Supervisor must wear neat & clean, duly ironed uniform (including proper name badges), failing which a penalty of Rs.500/- will be imposed on each occasion. Habitual defaulters in this regard shall be removed from the duty. The penalty on this account shall be deducted from the contractor's bills.
5. The Agency/Contractor shall issue name badges and Identity Cards to all their workers, which they shall wear while on duty.
6. Contractor has to provide a Bicycle and Walky-Talky to Security Supervisors for taking rounds in the campus.
7. Contractor should provide mobile phone to its Supervisors so that they may be contacted by Institute officials in case of need.
8. The Agency shall provide the services of trained Security Supervisors and Security Guards, The security on duty should strictly observe code of conduct and manner befitting security personnel.
9. The Security Agency shall not employ any person below the age of **18 years and above the age of 55 years**. They should be alert, active and

professional in their dealings. The Security Guard should have minimum two years experience and knowledge of fire fighting will be an added advantage.

10. The contractual staff not have any right for employment in NIHFW.

10. The Security Supervisors

- Should have good knowledge of Security Systems and be able to control movement of goods, personnel and transport
- Should be able to gather information on security matters of the Institute.
- Should be well versed in fire fighting, disaster management and be able to advise and trained security guards, deployed on matters relating to first aid, fire fighting, mob management and security.
- Should take rounds and be able to detect security loopholes, assess fire threats and be able to take preventive measures.
- Supervisors should check attendance of the guards and maintain attendance of workers of other agencies working in the campus daily.

11. The Security Guard and Supervisors should have good health, good character and personality. Minimum qualification for Guards should be 10th Pass. Minimum height of Security Officer/Supervisor and Security Guard should not be less than 5.6" (5 feet 6 inch). Both the eyes should be normal. Only physically fit person are to be deployed for duty.

12. Manpower so engaged by the contracting agency shall be trained for providing security services before joining. All the workers must be deployed after police verification only.

13. The contractor shall have his own set up with 2-3 Ex-Servicemen/Ex-Para Military Forces/Ex-Police Personnel to provide training or should have tied up with a training Institute, for training purpose at his own cost to ensure correct and satisfactory performance of the staff deployed.

14. The Security staff shall be available all the time at the place of their duty, as per the roster and shall not leave the place of duty without prior permission and making alternative arrangement.

15. In case any Guard/Supervisor is found missing from duty or sleeping during duty hours, he will not be entitled to the wages for that day.

16. If any security staff is caught in inebriated state during duty, the services of guard will have to be terminated by the agency immediately. The Institute shall also have the right to remove any undesirable person employed by the agency.

17. The Security Guards and Supervisor should not have any criminal record of any kind or police case. All the workers must be in proper uniform from first day onward.

18. The agency shall submit **photographs, address and police verification of Supervisors and all Security Guards to Director/Dy Director (Admn), NIHFW within one month of the award of the contract** and undertaking in this regard to be submitted to the Institute and the Institute shall ensure that the contractor complies with the provisions failing which 1% of monthly bill will be deducted each month as penalty.

19. A detailed list of Security Supervisor and Security Guards along with their photographs attested by the agency including permanent address should be provided to the office for record before taking over the charge of security. Changes, if any, will have to be reported to the Institute, immediately.
20. No residential accommodation will be provided by the Institute to the staff deployed by the Agency. Any unauthorised use of electricity and institute's other resources will attract penalty of 1% of monthly bill depending on the extent of misuse, to be decided by the Director, NIHFW, at his discretion.
21. The owner of Security agency has to visit the Institute and take feedback from Director/Dy. Director (Admn.)/WMO for improvement in functioning of agency.
22. The officers authorised by Director, including Director himself/herself, will conduct surprise checks. If any deficiencies/violations of the terms and conditions are noted during the surprise checks, a penalty of Rs. 1,000/- per day (the day of surprise check) shall be imposed on the contractor. If deficiencies/violations are noted for more than three occasions, the contract shall be liable to be terminated

VIII. SPECIAL TERMS AND CONDITIONS

- a) The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
- b) The contractor shall abide by and comply with all the relevant laws and statutory requirements like Minimum Wages Act, Payment of Wages Act, Contract Labour (Regulation & Abolition) Act, 1970, EPF Act etc. with regard to the personnel engaged by him for providing the services in question. It will be the responsibility of the contractor to provide details of manpower deployed by him, to the institute and the authorities prescribed in the relevant laws and Rules. Relevant forms of EPF for each worker will have to be submitted to the Institute for information.
- c) The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same.
- d) The contractor shall be responsible for the conduct and behaviour of its workers employed by the agency.
- e) The NIHFW shall have the right, to have any person removed who is considered unacceptable due to the reasons of security, efficiency etc.. Similarly contractor reserves the right to change the staff with prior intimation to the Institute.
- f) The Institute shall not be responsible for any compensation, which may be required to be paid to the worker(s) of the contractor consequent upon any injury/mishap.
- g) The earnest money of the renderers whose tender are not accepted will be refunded after the tender has been finalised.

- h) The earnest money of the successful tenderer will be refunded after the bank guarantee is furnished. The successful tenderer will have to furnish bank guarantee/Demand Draft of 10% of the annual contract value before the bill are cleared for payment.
- i) The successful tenderer will have to sign an agreement with the Institute on a non-judicial stamp paper of **Rs. 100/-** before taking over the contract.
- j) The Supervisors shall be paid wages applicable to Skilled category. Guards will be paid wages applicable to Semiskilled category.
- k) **DIRECTOR, NIHFV RESERVES THE RIGHT TO ACCEPT OR REJECT ANY/ALL TENDER(S) WITHOUT ASSIGNING ANY REASON.**
- l) 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 the bid, in addition to other punitive measures.
- m) On termination/expiry of the contract, the Security Agency will immediately remove all its personnel from the premises of the NIHFV and handover premises to the designated officer of the Institute as per norms.
- n) If it becomes necessary to effect any amendments/ additions/ deletions to the terms and conditions, the same shall be published on the website of the Institute, before the expiry of the deadline to submit tender.

X. DUTIES & RESPONSIBILITIES AND RELATED ISSUES

1. The Agency/contractor shall be responsible for all Security services and the safeguard of the property, both movable and immovable of the Institute in office and Residential campus.
2. The Agency will indemnify the property of the Institute against theft, loss, pilferage and fire from the areas entrusted to its control and shall be responsible for all such losses
3. Daily list of Supervisors and Guards on duty should be provided to the Institute (Workshop & Maintenance Section).
4. The Institute reserves the right to increase or decrease the number of Security staff deployed as per need, without assigning any reasons. The contractor shall be under obligation to provide the additional manpower.
5. Changing of Supervisor/Guards should be intimated in writing to the Dy. Director (Admn) /WMO in advance. The non-compliance will invite a penalty of 1% of monthly bill, on each occasion. In the event of frequent non-compliance, the Institute shall be at liberty to terminate the contract.

XI. PAYMENT CONDITIONS

1. The bidder/contractor shall make the payment to its employees as per the minimum wages act in force in the National Capital Territory of Delhi from time to time. The payment to contractual employees shall have to be made by through RTGS. The payment to the contractual employees should be made latest by the 4th

day of the month, following the month for which wages are to be paid. The payment of statutory contributions like those pertaining to EPF and ESI should be made to the concerned authority within the prescribed time-limit. After making the payment to the contractual employees, the contractor shall submit the bill to WMO of NIHFW latest by the 10th day of the month following the month for which wages are paid alongwith the details in **Annexure C**.

The Institute shall make payment to the contractor as far as possible within ten days of the receipt of the bill complete in all respect. If the contractor fails to make the payment by the date mentioned here, the Institute shall be at liberty to itself make the payment to the workers (including supervisors). In that case the Institute shall make deduction of the amount paid to the workers from the bill or other dues of the contractor.

2. It shall be the duty of the contractor to get EPF and ESI code number allotted to the employees and deposit the employees' contribution alongwith the employer's contribution within the prescribed time limit. If the contractor fails to remit employee/employer's contribution towards EPF and ESI within the stipulated time, the Institute shall be at liberty to cancel the contract.

3. If any penalty is imposed on the Institute or its officer(s) or the Institute is directed to make any payment, by any Govt. authority including the Labour Authorities, due to non-compliance by the contractor with any provisions of the law, the amount of the penalty shall be recovered from the bills, EMD and/or performance security submitted by the contractor. The contractor shall also be under obligation to pay to the Institute the amount paid by the Institute due to violation of laws/rules by the contractor, within 15 days of the receipt of communication of the Institute demanding the payment.

4. The agency shall submit to the Institute copies of returns submitted to the ESIC/EPFO from time to time.

5. If as a result of post audit any overpayment is detected to the contractor, it shall be recovered by the Institute from the bills, EMD and/or performance security. etc. The contractor shall also be under obligation to refund to the Institute any amount received from the Institute, which is found to be an overpayment, by the audit, within 15 days of the receipt of communication of the Institute demanding the refund.

6. The Institute will deduct T.D.S. from the monthly payment made to the agency as per rules.

XII. PROCEDURE OF TENDER SUBMISSION

1. **The bidder should complete the technical bid in Annexure A and attach the prescribed documents. All these documents may be kept in a sealed envelope superscribed Technical Bid. The price bid may be kept inside another sealed envelope superscribed 'Price Bid'. Both the envelopes should be kept inside a bigger sealed envelope and should be dropped in the Tender box kept at reception of Administrative Block of NIHFW, Munirka, New Delhi-67 latest by 3 PM on 27.07.2017. No tender will be accepted after the above date and time. The tenders can be submitted only in Hindi/English.**

2. The Tender will be opened by the committee at **3.30 PM** on **27.07.2017** in the presence of available bidders or their Representatives. The entry will be allowed only on display of valid I-card of the agency.

XIII. DISPUTE RESOLUTION

1. Any dispute and/or difference arising out of or relating to this contract will be resolved through joint discussion of the authorised representatives of both the parties. However, if the dispute is not resolved by joint discussion, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Director, NIHFV.
2. 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.
3. The cost of Arbitration shall be borne by the respective parties in equal proportion. During the pendency of the arbitration proceedings 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 NIHFV, New Delhi only.

XIV. JURISDICTION OF COURTS

The courts at Delhi/New Delhi shall have the exclusive jurisdiction to try all disputes, if any, arising out of the agreement between the parties.

XV. BRIEFING TO SUCCESSFUL BIDDER

On acceptance of the offer, the contractor will be invited for detailed briefing by the Dy. Director (Admn.) and Workshop & Maintenance Officer to take over charge from the previous agency.

XVI. SELECTION OF THE AGENCY FOR ANNUAL CONTRACT OF SECURITY IN NIHFV CAMPUS.

- a. While selecting the contractor, due consideration will be given to Work experience Certificates and Site visit report submitted by the Committee constituted by the Director.
- b. **The final selection of the agency would be made after taking into account all relevant factors like past performance, credentials, responsible business practices, competency to execute such contracts, credentials of fulfillment of provisions of labour laws with past contract and other terms and conditions specified in the Tender Document. Mere Lowest rate is not the sole criterion of selection. National Institute of Health and Family Welfare, New Delhi is not bound to accept the lowest rate(s).**
- c. **The Institute will appreciate if a bidder proposes to charge a reasonable sum as service charges. But the non-payment of prescribed minimum wages and the statutory dues is not acceptable to the Institute. The firms which do not believe in paying the prescribed minimum wages to employees and complying with the statutory requirements like the payment of EPF/ESI contribution etc. need not submit tender.**

TECHNICAL BID FOR ANNUAL CONTRACT OF SECURITY SERVICES

Sl. No	Documents	Yes/No	Page No.
1	Earnest Money Deposit of Rs. Rs. 2,25,000/- (Two Lac Twenty Five Thousand only) in the form of DD issued by any scheduled commercial bank in favour of Director, NIHFV valid for 90 days period.		
2	A demand draft for Rs.1000/-,(One thousand only) drawn in favour of Director, NIHFV, payable at New Delhi in case a bidder is using tender document downloaded from the Institute's website.		
3	One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name,designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/ Partners also.		
4	Self-attested copy of the PAN card in the name of the firm issued by the Income Tax Department with copy of Income-Tax Return of the last three financial year		
5	Self attested copy of Service Tax Registration No		
6	Self attested copy of valid Registration number of the firm/agency		
7	Self attested copy of valid Provident Fund Registration number.		
8	Self attested copy of valid ESI Registration No		
9	Self attested copy of valid Licence No. under Contract Labour (R&A) Act, 1970.		
10	Proof of experiences of last three financial years along with satisfactory performance certificates from the concerned employers		
11	Annual turnover of one crore per year of previous three years supported by self attested copies audited balance sheet and Receipts and Payments Account		
12	Proof of latest Licence to engage in the business of Security Agency under Regulation Rules from Govt. of NCT of Delhi		
13	Price bid proforma completed & sealed in separate envelope		
14	List of Arbitration cases (if applicable). Do not leave it blank. If there are no such cases, write "Not Applicable"		
15	Undertaking of the agency confirming the availability of adequate manpower with requisite qualification and experience.		
16	Undertaking by the bidder to the effect that there is no Police case pending against the proprietor /firm/parties relating to previous service contracts.		
17	Annexure-I, duly filled in		
18	Any other documents, if required		

Signature of the authorized representative of Bidder

Name of the authorized representative of the bidder _____

Name and Address of the Bidder _____

Date:

Place:

F.NO.NIHFWS/13-2/2013
THE NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE
 Baba Gang Nath Marg, Munirka, New Delhi-110 067

Details of other organizations where such contracts were undertaken during last three years (enclose supporting documents).

Sl. No.	Name & Address of the organization, contact No.	No. of personnel supplied. Period of contract	Whether Govt./Semi Govt./Autonomous body/PSU/Private. (please specify)	Amount of contract
1				
2				
3				
4				
5				

Reason for termination (if any)

- 1.
- 2.
- 3.

Signature of the authorized representative of Bidder

Name of the authorized representative of the bidder _____

Name and Address of the Bidder _____

Date:

Place:

**Pro- forma of PRICE BID for contract of Security Services to be provide to
The National Institute of Health and Family Welfare**

1	Salary to workers(Semiskilled) and Supervisors (Skilled)	As per the minimum wages prescribed for NCT of Delhi from time to time.
2	Employer's Contribution towards EPF and ESIC	As prescribed by the Govt. from time to time
3	Service Tax	As prescribed by the Govt. from time to time
4	Bonus	As prescribed in the relevant law
5	Cost of Uniforms per person per month (in rupees)	
6	Contractor's Service Charge per month (in rupees)	
7	Charges for the deployment of Security tools as mentioned at Sr. No. C of V of tender document (in rupees)	

Signature of the authorized representative of Bidder

Name of the authorized representative of the bidder _____

Name and Address of the Bidder _____

Date:

Place:

Annexure II

AN AGREEMENT made on _____ day of _____ two thousand thirteen BETWEEN

(hereinafter called the contractor, which expression shall include its proprietor, partners, heirs, executors, administrators, legal representatives, successors and assignees) of the one part AND **THE NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE** (hereinafter called the Institute, which expression shall include its successors and assignees) of the other part.

Whereas the Institute had invited tenders outsourcing the Security services; vide its Tender Document No. _____, which shall be deemed to be a part of this agreement;

Whereas the contractor submitted its tender dated _____, a copy of the price bid, submitted by the contractor, is annexed hereto as Annexure;

Whereas the Institute has accepted the tender submitted by the contractor, on the terms and conditions mentioned in the Institute's said Tender Document and conveyed its acceptance to the contractor; vide its letter No. _____

dated _____, which shall be deemed to be a part of this agreement;

Whereas the contractor is agreeable to the terms and conditions mentioned in the Institute's said tender document;

Whereas the contractor undertakes to comply with all relevant laws like Contract Labour (Regulation and Abolition) Act, 1970; Employees' State Insurance and Miscellaneous Provisions Act, 1952; Employees' State Insurance Act, 1948; Minimum Wages Act, 1948; Payment of Bonus Act, 1972; Payment of Wages Act, 1936; Income Tax Act etc. and to indemnify the Institute from the contractor's acts of omission or commission, as regards the compliance with the relevant laws;

Whereas the contractor declares that he/she/it shall own all responsibility for any act of omission or commission, as regards the compliance with the relevant laws;

AND WHEREAS the Institute is agreeable to make necessary payment to the Contractor, at the rates mentioned in the Annexure annexed hereto and as per the terms and conditions mentioned in the Institute's said Tender Document;

In WITNESS whereof Shri _____ (name), (designation), the authorized representative of the contractor, for and on behalf of the contractor, has hereunto set his hand and Dr. Jayanta K Das, Director for and on behalf of the Institute has hereunto set his hand.

(Signature of the authorized representative of the Contractor)
Name and designation of the contractor's representative

In the presence of

1

2

(Signature of witnesses with full name and full address)

(JAYANTA K DAS)
Director
for and on behalf of the Institute

In the presence of

1

2

(Signature of witnesses with full name and full address)

Details of employees to be furnished along with the bill

Wages for the month of _____

Sr. No.	Name of the employee	EPF No./ESI Code No	Monthly Wages	Employer's EPF contribution	Employer's ESI Contribution	Total
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						

Signature of the authorized representative of the contractor

F.No.NIHFWS/13-2/2013
THE NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE
(Workshop & Maintenance Section)

Estimate for Security Services minimum wages from dated

1.	2	3	4	5	6
Sl.No.	Workers as per norm	No. of working days in a month	Cost as per Minimum Wages per day Revised	Amount per month, per person	Grant total per month (Rs) Revised (2X5)
1.	31 Workers	26	565	14690	455390
2.	3 Supervisors	26	622	16172	48516

Total = Rs.503906

3.	Weekly off = 1/6 for above	83984
4.	Grand total Rs. 587890X12=	7054680
5.	ESI @ 4.75%	335097
6.	EPF @ 13.36%	942505
7.	Bonus Rs.7000/- P/ yr P/ person (31+3=34 X 583.33)	238000
8.	Providing of Uniform (Two set in a year) Rs.3000X34=	102000
9.	Service Tax @ 14%	1199839
10.	Swachh Bharat CESS @ 0.5%	42851
11.	Krishi Kalyan CESS @ 0.5%	42851
12.	Contract Profit 15%	1493673

Grand Total Rs.11451496



TENDER DOCUMENT No. NIHFW/WS/12-3/2017

THE NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE

Munirka ,New Delhi -110067

SUBJECT Tender for annual contract of Housekeeping Services in NIHFW Campus.

Earnest Money Deposit : Rs.250000/- (Two Lac Fifty Thousand only)

{The EMD must be enclosed with the Tender in form of Demand Draft or Banker's cheque of any Scheduled Bank in favour of Director, NIHFW payable at New Delhi }

Cost of Tender Document: Rs.1000/- in the form of Cash. (In case a bidder is using the tender document downloaded from the Institute's website, a demand draft for Rs.1000/- drawn in favour of Director, NIHFW, payable at New Delhi will be required to be submitted in addition to the demand draft for EMD.)

Details of the Earnest Money Deposit (EMD) and if applicable, the cost of the Tender Form.

Sr. No.	DD No.	Date	Amount (Rs.)	Drawn on Bank

Name of the Contractor/Agency with complete address and phone no.	
PAN No.	

Note :- All the interested bidders for the said contract are requested to attend in the pre bid meeting of the tender on 24.7.2017 at 3.00 PM in the Institute

Date of commencement of sale of Tender Form :18.7.2017 from 10.30 A.M to 4.30 PM
Last date for sale of Tender Form : 24.7.2017 from 10.30 A.M to 4.30 PM
Last date for submission of Tender Form : 27.7.2017 by 3.00 PM
Date & Time for opening of Technical Bid : 27.7.2017 at 3.30 PM
Date & Time for opening of Financial Bid : Will be intimated to all eligible bidders, separately

(S.P.SINGH)
WORKSHOP & MAINTENANCE OFFICER

INSTRUCTIONS TO BIDDERS

I. INTRODUCTION

The National Institute of Health & Family Welfare (NIHFW) is an autonomous organization under the aegis of the Ministry of Health & Family Welfare, Govt. of India. The Institute Campus is located between DDA Flats, Munirka and Old JNU Campus, New Delhi.

II - TENDER DESCRIPTION, TERMS & CONDITIONS AND ELIGIBILITY CRITERIA

Two Bid Tenders (Technical Bid + Price Bid) are invited for annual contract of Housekeeping Services in NIHFW Campus on behalf of the Director, NIHFW from eligible agencies, having experience in similar work. The agency shall fulfill the following:

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

(ii) The agency should be registered with EPFO & ESIC and should have the valid registration certificates.

(iii)The agency should have Registration of Service Tax/Sales, Tax & TIN etc. and should have submitted the last tax return, on time.

(iv)The agency should have valid PAN No. in the name of the firm..

(v) Minimum Annual turnover of agency should be more than **one crore, during the last three financial years**. The company must submit last 3 years income tax return along with tender document.

(vi)The company should have been in existence for more than three years and should have its registered office in Delhi or NCR only.

(viii)In case Housekeeping agency is blacklisted by any government organisation, the tender will be liable to be rejected.

Technical bid will be submitted in the proforma for **Technical Bid**, given at **Annexure 'A'**.

(ix) **Price Bid** will be submitted in the proforma for Price Bid, given at **Annexure 'B'**

III. TENDER DOCUMENTS:

The Tender document comprises of:

- a) Notice of Invitation of Tender
- b) Form of Technical Bid (Annexure-A)
- c) Form of Price Bid (Annexure-B)
- d) Terms and conditions
- e) Form of Agreement (Annexure-II)
- f) Other Annexures.

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 will be at the bidder's risk and may result in rejection of his bid.

IV. DURATION OF CONTRACT:

The contract will initially for **one** year and the Institute reserves the right to curtail or to extend the contract on the same rates and terms and conditions for such period as may be agreed to, **but not beyond further three years** subject to satisfactory work performance. **However, the minimum wages will be revised as per orders of the Government from time to time, but the contractor's profit will remain the same.**

V. SCOPE OF WORK, JOB DESCRIPTION AND RESPONSIBILITIES

The Institute intends to award the work of housekeeping/cleaning & dusting etc. on contract basis of the following buildings including roads, garbage pit and side lanes etc.

Sl. NO.	DESCRIPTION <u>COVERED AREA</u>	NO. OF OCCASIONS	APPROX. TOTAL QUANTITY/ AREA
1.	2	3	4
1.	(A) CLEANING OF ROOMS	5 day a week	89126 Sq. feet
	(B) CLEANING OF CORRIDORS/PASSAGES	DAILY	8766 Sq. feet
2.	<u>CLEANING OF TOILETS</u>	DAILY	126 NOS.
3.	<u>OPEN SPACE</u>		
	(A) ROADS	DAILY	255000 Sq.feet
	(B) LAWNS	DAILY	330420 Sq.feet
	(C) TERRACE	DAILY	130296 Sq.feet
4.	<u>CLEANING OF GARBAGE PITS</u> Daily removal of garbage from the garbage pits to MCD approved locations.	DAILY	Approx. 500 Kg. per day
5.	<u>CLEANING OF CONFERENCE HALL & TOILETS (AS AND WHEN REQUIRED)</u>	DAILY	3180 Sq.feet

1. OFFICE COMPLEX mainly consists of the following:-

1. Administrative Block.
2. Academic Block.
3. N.D.C. (National Documentation Centre) Block including Conference Hall, National Health Museum etc.
4. Workshop.
5. Sub-Station.
6. Teaching Block.

7. Laboratories.
8. Hospital Block.
9. Clinic
10. Animal House.
11. Incinerator.
12. A/C Plant Room.
13. Pump House (Three).
14. Scooter/Car garages, Cycle Stand.
15. NCCVMRC

*Key plan of the Institute is also enclosed for ready reference

2. RESIDENTIAL COMPLEX

- i) Garbage pits of Type I, II, III, IV & V Flats.
- ii) Stair case area of Type I, II, III, IV & V Flats.
- iii) Open space area of Type I, II, III, IV & V Flats.

3. HOSTEL COMPLEX

- a. Main Hostel
- b. Hostel (E-2 Blocks -12 Flats)
- c. Guest House.

VI. JOB DESCRIPTION

DAILY

- a) Daily cleaning & dusting of Rooms.
- b) Daily mopping of floors.
- c) Daily dusting of furniture.
- d) Daily cleaning & washing of toilets.
- e) Daily cleaning of roads, open areas, lawns, Backyards and Side lanes etc.
- f) Daily removal of garbage/waste from the Garbage pits from the Campus to Municipality collecting sites.
- g) Daily cleaning of laboratories & their equipments.
- h) Daily cleaning of Printing Press & its equipments.
- i) Daily cleaning of Computer Centre & its equipments.
- j) Daily Cleaning of Canteen.
- k) Daily cleaning of Hostel rooms, Dining Hall, Pantry, Kitchen, Visitors rooms, TV room, Stores, Furniture etc.
- l) Daily cleaning of compound of bungalow complex.
- m) Daily cleaning of Guest House.
- n) Daily Cleaning of extension block of Hostel(type-V).
- o) Daily cleaning /sweeping of stair cases of type I, II, III, IV & V flats.
- p) Daily cleaning of open space of type I, II, III, IV & V flats.
- q) Daily cleaning of Garbage pits/chutes.
- r) Daily cleaning of Staff Cars and Bus

WEEKLY

- Cleaning of window and ventilator panes.
- Cleaning of doors.
- Washing & cleaning of rooms & corridors.
- Cleaning of terraces & rain water drains etc.

FORTNIGHTLY

- Cleaning of water coolers.

MONTHLY

- Cleaning & shampooing of carpets.
- Cleaning & shampooing of sofa sets.
- Cleaning & shampooing of easy chairs.

IMPORTANT

The cleaning of the carpet (in offices & institute building etc), laboratories, audio-visual equipment, computers and sophisticated equipment shall be done with Vacuum Cleaners only.

VII. GENERAL TERMS AND CONDITIONS

- i) The tenderer/contractor will have to provide adequate cleaning staff (as mentioned in xx) for the purpose as per the plan of deployment. The timing of the deployment of the staff would be according to the needs of the Institute. However the normal working hours would be 7:30 AM to 4:30 PM on all working day, Time may be changed as per requirement. All the workers will mark their attendance on register/biometric machine provided by the agency as per the instruction of the Institute authority.
- ii) The tenderer should take care that the rates quoted are written clearly. In case of corrections/overwriting if any, the tender will not be accepted, unless the same are authenticated by the authorized signatory who has signed the tender.
- iii) The tender shall remain valid for a period of three months from the date of opening of the same.
- iv) The tenderers submitting tender would be considered to have accepted all the terms and conditions.
- v) Joint tender shall not be considered.
- vi) A list of the employees engaged by the Agency/Contractor shall be provided to the Institute before taking over the work. The tenderer/contractor will issue identity cards to their staff clearly indicating the place of deployment i.e. NIHFW and they shall wear identity cards while on duty failing which no entry will be allowed inside the Campus. This will be provided by the tenderer/contractor at their own cost. Tenderers will provide stationary like attendance register etc. and other items to run the contract smoothly.
- vii) The list of references where similar work is with the tenderer /contractor shall be forwarded along with the photocopies of the work orders of the client Departments.
- viii) The contractor will also ensure cleaning of lawns/parks of residential campus as and when required as per the instruction of the Institute authority issued time to time.

- ix) The contract can be terminated by the Institute by giving **one month's notice**. The Agency/Contractor can also terminate the contract by giving **three months notice**.
- x) The Supervisors must be minimum 10th standard pass and they should have good communication skills, with 3 yrs of experience of supervision.
- xi) Director, Dy. Director (Admn), WMO and a committee constituted for the purpose shall have the right to check the performance of the workers and quality of material and various equipments used by the contractor as per requirement.
- xii) The successful tenderer will have to store 50% of cleaning material required for the month. The material will be inspected by the designated officer of the Institute before the same is used.
- xiii) The workers and Supervisors should not have any criminal record or any kind of police case. Their conduct should be good. If any worker is found indulging in any unlawful activity, he will have to be removed in addition to any other action that may have be. All the workers must be deployed after police verification only.
- xiv) The contractual staff will not have any right for employment in NIHFW.
- xv) Agency/Contractor shall be responsible for the conduct and behavior of its workers.
- xvi) In the event of any loss to the Institute on account of negligence of Agency/Contractor's employees, the Agency/Contractor shall make good the loss sustained by the NIHFW either by the replacement, or by payment of adequate compensation.
- xvii) The Security instructions/orders issued by the Institute from time to time shall have to be followed by the tenderer/contractor and his employees.
- xviii) The Institute reserves the rights to award the area for cleaning, dusting etc. out of various buildings/locations of the Institute and can any time either withdraw some areas or add some additional areas from the contract without assigning any reason.
- xix) The tenderer has to quote the rate as per the schedule format enclosed with tender form (Annexure - B).**
- xx) The agency shall deploy 47 workers & 4 supervisors from Monday to Saturday and 12 workers and 1 supervisor on Sunday. This number may change as per requirement of Institute. Before deployment list of the all workers may be approved by the Institute authority.**
- xxi) **UNIFORM:** The Housekeeping agency shall provide two Pairs of **Uniforms (winter and summer) of Approved Colour** to his workers while on duty within the premises. The workers shall always be in uniform. Workers and Supervisors must wear neat & clean-ironed uniform (including proper name badges), failing which a penalty of Rs.500/- per day shall be imposed. The penalty on this account shall be deducted from the contractor's bills. All the workers must be in proper uniform from first day onward.

- xxii) The Contractor shall be responsible to the Head of the Institute i.e. Director or officer in-charge nominated by the Director for the execution of day-to-day work of the Campus. In day-to-day matter, decision of Director NIHFW will be final and binding on the agency.
- xxiii) The Contractor shall work under the overall supervision and directions of the Officer In charge nominated by Director of the Institute.
- xxiv) The Contractor shall issue **Identity Cards** to all their workers, which they shall wear while on duty.
- xxv) The Contractor should provide mobile phone to its Supervisors so that they may be contacted by Institute officials in case of need.
- xxvi) The workers of the agency should strictly observe code of conduct and manner befitting security. If any employee of the contractor fails to absolve proper conduct, the contractor shall be liable to remove him from deployment, immediately on receipt of the instructions of the Institute.
- xxvii) The Supervisors and workers shall not be below the age of **18 years and above the age of 50 years.**
- xxviii) The cleaning staff shall be available all the time at the place of their duty as per the roster and shall not leave the place of duty without prior permission and without providing alternative arrangement.
- xxix) In case any worker is found missing from duty etc, he will be treated as absent and will not be entitled to wages for that day.
- xxx) The agency shall submit **photographs, address and police verification of Supervisors and all cleaning staff to Director/Dy Director (Admn), NIHFW within one month of the award of the contract** and undertaking in this regard to be submitted to the Institute and the Institute shall ensure that the contractor complies with the provisions failing which the institute may deduct 1% of monthly bill (excluding service tax).
- xxxi) The owner of Housekeeping agency shall visit the Institute and take feedback from Director/Dy.Director(Admn.)/WMO for improvement in functioning of agency.
- xxxii) In case the day of opening of tenders happens to be a holiday, the tenders will be opened on the next working day at the same time. The tender received after the above said scheduled date and time will not be considered. **No tender by FAX/email will be entertained.**
- xxxiii) The officers authorised by Director, including Director himself/herself, will conduct surprise checks. If any deficiencies/violations of the terms and conditions are noted during the surprise checks, a penalty upto Rs. 1,000/- per day (the day of surprise check) shall be imposed on the contractor. If deficiencies/violations are noted for more than three occasions, the contract shall be liable to be terminated.

VIII. SPECIAL TENDER TERMS AND CONDITIONS

- a) The contractor shall not engage any such sub-contractor or transfer the contract to any other person in any manner.
- b) The contractor shall abide by and comply with all the relevant laws and statutory requirements like Minimum Wages Act, Payment of Wages Act, Contract Labour (Regulation & Abolition) Act, 1970, EPF Act etc. with regard to the personnel engaged by him for providing the services in question. It will be the responsibility of the contractor to provide details of manpower deployed by him, to the institute and the authorities prescribed in the relevant laws and Rules. Relevant forms of EPF for each worker will have to be submitted to the Institute for information.
- c) The tenderer shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same.
- d) The tenderer shall be responsible for the conduct and behaviour of its workers employed by the agency.
- e) The NIHFW shall have the right, to have any person removed who is considered unacceptable due to the reasons of security, efficiency etc.. Similarly contractor reserves the right to change the staff with prior intimation to the Institute.
- f) The Institute shall not be responsible for any compensation, which may be required to be paid to the worker(s) of the tenderer consequent upon any injury/mishap.
- g) The earnest money of the tenderers whose tender are not accepted will be refunded after the tender has been finalised.
- h) The earnest money of the successful tenderer will be refunded after the bank guarantee is furnished. The successful tenderer will have to furnish bank guarantee/Demand Draft of 10% of the annual contract value before the bill are cleared for payment.
- i) The successful tenderer will have to sign an agreement with the Institute on a non-judicial stamp paper of **Rs. 100/-** before taking over the contract.
- j) The Supervisors shall be paid wages applicable to Semi-Skilled category. Workers will be paid wages applicable to Unskilled category.
- k) **DIRECTOR, NIHFW RESERVES THE RIGHT TO ACCEPT OR REJECT ANY/ALL TENDER(S) WITHOUT ASSIGNING ANY REASON.**
- l) 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 the bid, in addition to other punitive measures.

- m) On termination/expiry of the contract, the housekeeping agency will immediately remove all its personnel from the premises of the NIHFV and handover premises to the designated officer of the Institute as per norms.
- n) If it becomes necessary to effect any amendments/ additions/ deletions to the terms and conditions, the same shall be published on the website of the Institute, before the expiry of the deadline to submit tender.

IX. Minimum tools, equipments and cleaning material required at site will be as under

- I. VACUUM CLEANER- Large size (2 Nos.)
- II. VACUUM CLEANER- Small size (2 Nos.)
- III. DUSTBIN TROLLY (15 Nos)
- IV. FLOOR STAIN REMOVING STONE: (10 Nos.)
- V. RIKSHAW FOR GARBAGE(3 Nos)

Details of material required are given in **Annexure D**. The items and quantity mentioned therein may change, if necessary. If any material is found to be substandard by the Institute, the contractor shall be liable to replace it by the material of acceptable quality immediately. Failure to do so will invite a penalty of Rs. 500 per day.

X. DUTIES & RESPONSIBILITIES AND RELATED ISSUES

- 1. The Agency/contractor shall be responsible for all cleaning/Housekeeping services and the safeguard of the property, both movable and immovable of the Institute in office and Residential campus.
- 2. The Agency will indemnify the property of the Institute against theft, loss, pilferage and fire from the areas entrusted to its control and shall be responsible for all such losses
- 3. Daily list of Supervisors and Workers on duty should be provided to the Institute (Workshop & Maintenance Section).
- 4. The Institute reserves the right to increase or decrease the number of Housekeeping staff deployed as per need, without assigning any reasons. The contractor shall be under obligation to provide the additional manpower.
- 5. Changing of Supervisor/Workers should be intimated in writing to the Dy. Director (Admn) /WMO in advance. The non –compliance will invite a penalty of 1% of monthly bill, on each occasion. In the event of frequent non-compliance, the Institute shall be at liberty to terminate the contract.

XI. PAYMENT CONDITIONS

- 1. The bidder/contractor shall make the payment to its employees as per the minimum wages act in force in the National Capital Territory of Delhi from time to time. The payment to contractual employees shall have to be made by through RTGS as per rule. The payment to the contractual employees should be made latest by the 4th day of the month, following the month for which wages are to be paid. The payment of statutory contributions like those pertaining to EPF and ESI should be made to the concerned authority within the prescribed time-limit. After making the payment to the contractual employees, the contractor shall submit the bill to WMO

of NIHFW latest by the 10th day of the month following the month for which wages are paid alongwith the details in **Annexure C**. The Institute shall make payment to the contractor as far as possible within ten days of the receipt of the bill complete in all respects. If the contractor fails to make the payment by the date mentioned here, the Institute shall be at liberty to itself make the payment to the workers (including supervisors). In that case the Institute shall make deduction of the amount paid to the workers from the bill or other dues of the contractor.

2. It shall be the duty of the contractor to get EPF and ESI code number allotted to the employees and deposit the employees' contribution alongwith the employer's contribution within the prescribed time limit. If the contractor fails to remit employee/employer's contribution towards EPF and ESI within the stipulated time, the Institute shall be at liberty to cancel the contract.

3. If any penalty is imposed on the Institute or its officer(s) or the Institute is directed to make any payment, by any Govt. authority including the Labour Authorities, due to non-compliance by the contractor with any provisions of the law, the amount of the penalty shall be recovered from the bills, EMD and/or performance security submitted by the contractor. The contractor shall also be under obligation to pay to the Institute the amount paid by the Institute due to violation of laws/rules by the contractor, within 15 days of the receipt of communication of the Institute demanding the payment.

4. The agency shall submit to the Institute copies of returns submitted to the ESIC/EPFO of each month of each worker as well as ECIR Challans of the same.

5. If as a result of post audit any overpayment is detected to the contractor, it shall be recovered by the Institute from the bills, EMD and/or performance security. etc. . The contractor shall also be under obligation to refund to the Institute any amount received from the Institute, which is found to be an overpayment, by the audit, within 15 days of the receipt of communication of the Institute demanding the refund.

6. The Institute will deduct T.D.S. from the monthly payment made to the agency as per rules.

XII. PROCEDURE OF TENDER SUBMISSION

1. **The bidder should complete the technical bid in Annexure A and attach the prescribed documents. All these documents may be kept in a sealed envelope superscribed Technical Bid. The price bid may be kept inside another sealed envelope superscribed 'Price Bid'. Both the envelopes should be kept inside a bigger sealed envelope and should be dropped in the Tender box kept at reception of Administrative Block of NIHFW, Munirka, New Delhi-67 latest by 3 PM on 27.7.2017. No tender will be accepted after the above date and time.**

2. The Tender will be opened by the committee at **3.30 PM on 27.7.2017** in the presence of available bidder or their Representatives. The entry will be allowed only on display of valid I-card of the agency.

XIII. DISPUTE RESOLUTION

1. Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorised representatives of both

the parties. However, if the dispute is not resolved by joint discussion, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Director, NIHFV.

2. 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.
3. The cost of Arbitration shall be borne by the respective parties in equal proportion. During the pendency of the arbitration proceedings 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 NIHFV, New Delhi only.

XIV. JURISDICTION OF COURT

The courts at Delhi/New Delhi shall have the exclusive jurisdiction to try all disputes, if any, arising out of the agreement between the parties.

XV. BRIEFING TO SUCCESSFUL BIDDER

On acceptance of the offer, the contractor will be invited for detailed briefing by the Dy. Director (Admn.) and Workshop & Maintenance Officer to take over charge from the previous agency.

XVI. SELECTION OF THE AGENCY FOR ANNUAL CONTRACT OF HOUSEKEEPING SERVICES IN NIHFV CAMPUS.

- a. While selecting the contractor, due consideration will be given to Work experience Certificates and Site visit report submitted by the Committee constituted by the Director.
- b. **The final selection of the agency would be made after taking into account all relevant factors like past performance, credentials, responsible business practices, competency to execute such contracts, credentials of fulfillment of provisions of labour laws with past contract and other terms and conditions specified in the Tender Document. Mere Lowest rate is not the sole criterion of selection. The National Institute of Health and Family Welfare, New Delhi is not bound to accept the lowest rate(s).**
- c. **The Institute will appreciate if a bidder proposes to charge a reasonable sum as service charges. But the non-payment of prescribed minimum wages and the statutory dues is not acceptable to the Institute. The firms which do not believe in paying the prescribed minimum wages to employees and complying with the statutory requirements like the payment of EPF/ESI contribution etc. need not submit tender.**

TECHNICAL BID FOR ANNUAL CONTRACT OF HOUSEKEEPING SERVICES

Sl. No	Documents	Yes/No	Page No.
1	Earnest Money Deposit of Rs.250000/- (Two Lac Fifty Thousand only) in the form of DD issued by any scheduled commercial bank in favour of Director, NIHFW valid for 90 days period.		
2	A demand draft for Rs.1000/-,(One thousand only) drawn in favour of Director, NIHFW, payable at New Delhi in case a bidder is using tender document downloaded from the Institute's website.		
3	One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name, designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/ Partners also.		
4	Self-attested copy of the PAN card in the name of the firm issued by the Income Tax Department with copy of Income-Tax Return of the last three financial year		
5	Self attested copy of Service Tax Registration No		
6	Self attested copy of valid Registration number of the firm/agency		
7	Self attested copy of valid Provident Fund Registration number.		
8	Self attested copy of valid ESI Registration No		
9	Self attested copy of valid Licence No. under Contract Labour (R&A) Act, 1970.		
10	Proof of similar work experiences of last three financial years along with satisfactory performance certificates from the concerned employers (1 experience of 80% or 2 experience of 60% or 3 experience of 40% and accordingly its completion certificate		
11	Annual turnover of one crore per year of previous three years supported by self attested copies audited balance sheet and Receipts and Payments Account		
12	Proof of latest Licence to engage in the business of Housekeeping Agency under Regulation Rules from Govt. of NCT of Delhi		
13	Price bid in Annexure B along with Annexure D, completed & sealed in separate envelope		
14	List of Arbitration cases (if applicable). Do not leave it blank. If there are no such cases, write "Not Applicable"		
15	Undertaking of the agency confirming the availability of adequate manpower with requisite qualification and experience.		
16	Undertaking by the bidder to the effect that there is no Police case pending against the propitiator/firm/parties deployed worker relating to previous service contracts.		
17	Annexure-I , duly filled in		
18	Any other documents, if required		

Signature of the authorized representative of Bidder

Name of the authorized representative of the bidder _____

Name and Address of the Bidder _____

Date:

Place:

THE NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE

Baba Gang Nath Marg, Munirka, New Delhi-110 067

Details of other organizations where such contracts undertaken during last three years (enclose supporting documents).

Sl. No.	Name & Address of the organization, contact No.	No. of personnel supplied. Period of contract	Whether Govt./Semi Govt./Autonomous body/PSU/Private. (please specify)	Amount of contract
1				
2				
3				
4				
5				

Reason for termination (if any)

- 1.
- 2.
- 3.

Signature of the authorized representative of the Bidder.

Pro- forma of PRICE BID for contract of Housekeeping Services to be provided to The National Institute of Health and Family Welfare

1	Salary to workers (Unskilled) and Supervisors (Semiskilled)	As per the minimum wages prescribed for NCT of Delhi from time to time.
2	Employer's Contribution towards EPF and ESIC	As prescribed by the Govt. from time to time
3	Service Tax	As prescribed by the Govt. from time to time
4	Bonus	As prescribed in the relevant law
5	Cost of Uniforms per person per month (in rupees)	
6	Cost of material (as mentioned in Annexure D) per month (in rupees)	
7	Contractor's Service Charge per month (in rupees)	
8	Charges for the deployment of Housekeeping tools as mentioned at Sr. No. IX of tender document (in rupees)	

Signature of the authorized representative of Bidder

Name of the authorized representative of the bidder _____

Name and Address of the Bidder _____

Date:

Place:

Annexure II

AN AGREEMENT made on _____ day of _____ two thousand thirteen BETWEEN

(hereinafter called the contractor, which expression shall include its proprietor, partners, heirs, executors, administrators, legal representatives, successors and assignees) of the one part AND the **THE NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE** (hereinafter called the Institute, which expression shall include its successors and assignees) of the other part.

Whereas the Institute had invited tenders for outsourcing the Housekeeping services; vide its Tender Document No. _____, which shall be deemed to be a part of this agreement;

Whereas the contractor submitted its tender dated _____, a copy of the price bid, submitted by the contractor, is annexed hereto as Annexure;

Whereas the Institute has accepted the tender submitted by the contractor, on the terms and conditions mentioned in the Institute's said Tender Document and conveyed its acceptance to the contractor; vide its letter No.

_____ dated _____, which shall be deemed to be a part of this agreement;

Whereas the contractor is agreeable to the terms and conditions mentioned in the Institute's said tender document;

Whereas the contractor undertakes to comply with all relevant laws like Contract Labour (Regulation and Abolition) Act, 1970; Employees' State Insurance and Miscellaneous Provisions Act, 1952; Employees' State Insurance Act, 1948; Minimum Wages Act, 1948; Payment of Bonus Act, 1972; Payment of Wages Act, 1936; Income Tax Act etc. and to indemnify the Institute from the contractor's acts of omission or commission, as regards the compliance with the relevant laws;

Whereas the contractor declares that he/she/it shall own all responsibility for any act of omission or commission, as regards the compliance with the relevant laws;

AND WHEREAS the Institute is agreeable to make necessary payment to the Contractor, at the rates mentioned in the Annexure annexed hereto and as per the terms and conditions mentioned in the Institute's said Tender Document;

In WITNESS whereof Shri _____ (name), (designation), the authorized representative of the contractor, for and on behalf of the contractor, has hereunto set his hand and

Dr. Jayanta K Das, Director for and on behalf of the Institute has hereunto set his hand.

(Signature of the authorized representative of the Contractor)
Name and designation of the contractor's representative

In the presence of

1

2

(Signature of witnesses with full name and full address)

(JAYANTA K DAS)
Director
for and on behalf of the Institute

In the presence of

1

2

(Signature of witnesses with full name and full address)

Details of employees to be furnished along with the bill

Wages for the month of _____

Sr. No.	Name of the employee	EPF No./ESI Code No	Monthly Wages	Employer's EPF contribution	Employer's ESI Contribution	Total
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						

Signature of the authorized representative of the contractor

Annexure D

**Supply of Material required in one month for Housekeeping services in the Institute.
The payment will be made to the agency as per actual delivery of the material to the
Institute.**

Sl.No.	Description	Unit	Qty	Rate	Amount
1	White Phenyl (Make- Cleanzo)	Ltr	100		
2	Black Phenyl (Make- Cleanzo)	Ltr	50		
3	Green handwash	Ltr	50		
4	Tipole	Ltr	50		
5	Odonil	No	80		
6	Plastic Juna	No	50		
7	Vim Dish wash Powder	Kg	35		
8	Floor duster	No.	60		
9	Colin	Bottle (500 ml)	40		
10	Naphthalene ball	Kg	04		
11	Room freshener	Bottle (100 ml)	40		
12	Urinal Cubes	Pkt	30		
13	Harpic(750 ml)	Bottle	40		
14	Yellow duster	No.	30		
15	White duster	No.	50		
16	Dettol liquid (handwash)	Bottle (200 ml)	20		
17	Dettol liquid (handwash)	One litre refill pack	10		
18	Finit	Ltr	05		
19	Black Polythene(10 Kg capacity)	Kg	05		
20	Black Polythene(20 Kg capacity)	Kg	05		
21	Road broom	Kg	20		

22	Broom phool	No.	40		
23	Nariyal broom	No.	15		
24	Steel Scrub	No.	20		
25	Toilet roll	No	100		
26	Bleaching Powder	Kg	05		
27	Thinner	Ltr	03		
28	Finit Pump	No.	10		
29	Drainage Pump	No.	10		
30	Wiper(Large)	No	20		
31	Plastic Bucket	No	20		
32	Dustbin with lead	No	10		
33	Plastic Mug	No	10		

Total cost of the material per month Rs. _____

Total annual cost of the material Rs. _____

Signature of the authorized representative of the contractor

F.No.NIHFW/WS/12-2/2013
THE NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE
(Workshop & Maintenance Section)

Estimate for Housekeeping service

1.	2	3	4	5	6
Sl.No.	Workers as per norm	No. of working days in a month	Cost as per Minimum Wages per day Revised	Amount per month, per person	Grand total per month (Rs) Revised (2X5)
	47 Workers	26	522	13572	637884
	4 Supervisors	26	575	14950	59800

	Total	697684
1.	Total wages amount per annum (697684X12) =	8372208
2.	Bonus for 51 person @ Rs.7000/-/ per person per year	357000
3.	ESI @ 4.75% on Total Amount of Rs. 8372208	397680
4.	EPF @ 13.16 on Total Amount of Rs. 8372208	1101783
5.	Service Charge per annum (Rs.6500X12 = 78000)	78000
6.	Providing of Uniform (Two sets in a year) Badges & washing charge etc @ 3000 per year per person	153000
	Total Rs.10459671	
7.	Service Tax @ 14% on Amount of Total Rs. 10459671	1464354
8.	Swachh Bharat CESS @ 0.5% on Amount of Total Rs. 10459671	52298
9.	Krishi Kalyan CESS @ 0.5% on Amount of Total Rs. 10459671	52298
10.	Material cost (per annum) (30000X12 = Rs.360000)	360000
	----- Total Rs.12388621	