



NATIONAL CENTRE FOR DISEASE CONTROL

**Request for
Expression of Interest
For providing Cleaning and
Housekeeping Services**

DISCLAIMER

THIS REQUEST FOR EOI IS NOT AN OFFER BY THE NCDC, BUT AN INVITATION TO RECEIVE RESPONSE FROM ELIGIBLE INTERESTED BIDDERS FOR PROVIDING CLEANING AND HOUSEKEEPING SERVICES. NO CONTRACTUAL OBLIGATION WHATSOEVER SHALL ARISE FROM THE EOI PROCESS UNLESS AND UNTIL A FORMAL CONTRACT IS SIGNED AND EXECUTED BY THE NCDC WITH THE BIDDER. THIS DOCUMENT SHOULD BE READ IN ITS ENTIRETY.

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1. About NCDC

The National Centre for Disease Control (NCDC), headquartered at Delhi, is an apex Public Health Institute established under the Directorate General of Health Services involved in public health response and disease surveillance.

2. Purpose of the EOI

The National Centre for Disease Control, (Dte. GHS) Ministry of Health and Family Welfare, Government of India, invites Expressions of Interest (EOI), for providing Cleaning and Housekeeping Services at NCDC Delhi

3. Scope of the EOI

Annual Contract for engagement of 30 **(Thirty) Un-skilled workers on** contract basis for outsourcing of service for cleanliness and general work of housekeeping in the office of NCDC. NCDC may, at its discretion, extend the deadline for submission of bid which will be binding on bidders. No modification or substitution of the submitted application shall be allowed. An applicant may withdraw, provided that written notice of the withdrawal is received by NCDC before the due date for submission of applications. The withdrawal notice shall be prepared in original and each page signed and stamped by authorized signatories.

3.1 The scope of annual contract for cleanliness and General Maintenance of premises occupied by the National Centre for Disease Control, 22-Shamnath Marg, Delhi including corridors, toilets, lobby area, staircases, lifts, open spaces and waste disposal will be as per details given below:-

S.N.	Description of area	Job to be performed	Frequency
1.	Cleaning of Rooms/Halls All the rooms at NCDC	(i).Sweeping and wet mopping daily with Phenyl, cleanzo and harpic. (ii)Removal of waste material. (iii)Dusting of furniture & other items in the rooms.	Daily
2.	Common Areas/Corridors Window panels, ventilators, Doors, Photo frames, Notice Boards, Switch Boards and Electrical fittings etc. in Lobbies /common areas/corridors under NCDC	a) Cleaning, dusting, b) Removal of cobwebs and stain removing of entire surfaces.	Twice daily Weekly
3.	Toilets: 30 Approximately Lifts, Staircases, walls and railings on both sides in the all the buildings including the heritage building, new building and other buildings	(i)Intensive Cleaning of toilets and floor tiles, WCs, Urinal pots, looking glass and wash basins, dustbin in toilets. (ii)Restocking of toiletries in toilets like liquid soap, naphthalene balls,	Twice daily at 9.00 A.M. and 2.30 P.M.

		urinal cubes etc. on each day. (iii)Sweeping, dusting and wet mopping cleaning with phenyl/ Cleanzo in lobbies and common areas.	
4.	Cleaning of entire area, entire floor, common areas as mentioned in column No.2 above including staircases, toilets and walls.	i)Complete cleaning/washing by using washing powder and scrubbing of the entire premises. ii)cleaning with machines, dusting of walls, ceiling from top to downwards, removal of cobwebs, cleaning of water coolers, sanitary/water fixtures, electrical boards etc.	daily weekly on Saturday or as and when required.
5.	Shafts adjoining all toilets under NCDC	Complete cleaning removing all the unwanted material and waste.	Daily
6.	Monthly special cleaning of entire area.	(a) Vacum cleaning (b)Mechanized mopper for cleaning of toilets/flooring in all rooms and toilets (c)Glass cleaner kit and jet pump to clean toilets/corridors. (d)Cleaning of wooden flooring with appropriate material and equipments in all rooms.	Monthly with agency's gadgets Vacuum cleaning for wet/dry cleaning of all furniture and rooms.

3.2. The intending tenderers may visit this National Central for Disease Control, 22-Shamnath Marg, Delhi-54 on any working day between 3.00 P.M. to 4.00 P.M. to see the site before quoting the rates in the tender. They may contact Officer-in-charge, General Service Section for taking prior approval for site inspection.

3.3. The interested tenderers may quote rates for providing manpower and cleaning materials and equipments, separately.

3.3.1. The tenderer to indicate rates of workers and supervisor separately.

3.3.2. The eco-friendly material for cleanliness & maintenance like cleaning powder, liquid soap, naphthalene balls/quibs/stick, good quality toilet cleaner, fresheners, phenyl, etc. and any other material required for cleanliness shall be arranged by the tenderer himself.

3.3.3. All the tools and machines viz pochha, hand duster, toilet brush, plastic seekh brooms, jali brush, cleanzo, platform brush, hockey brush, wiper, soft brooms vacum cleaners, Scrubbing machine, trolley buckets, mugs, pipe, ladders etc. shall have to be arranged by the tenderer himself. The NCDC shall not entertain any extra claim/expenditure on account of these tools and material. The tenderer himself shall be responsible for safety and maintenance of his tools and materials. No damages/claim of the contractor on this account shall be entertained.

3.4. The normal working hours shall be from **9.00 A.M. to 6.00 P.M. daily with a break for lunch from 12.30 P.M to 1.30 P.M.** or as decided by the competent authority. Even during the lunch break, the contractor would ensure that the cleaning work is not hampered.

3.5. Initial sweeping & mopping of all areas shall be completed by **9.30 A.M.** every day positively, failing which monetary **penalty of Rs.500/- per day** shall be imposed and recovered from the contractors bill. **A penalty @ Rs.100/- per day** shall be recovered from the contractors bill if any worker/or supervisor is found missing/absent from duty.

3.6. It will be the responsibility of the tenderer to ensure that there is no water accumulation anywhere inside the premises of the building, especially in the bathrooms/toilets.

3.7. All waste material including malba and sweepings etc. shall be collected and transported to NDMC/MCD/CPWD dustbin/incinerator by the contractor at his own risk and cost.

3.8. The contractor shall be responsible for keeping the area satisfactorily neat and clean by keeping a constant watch on the work of their staff.

3.9. The contractor shall arrange required number of scrubbing machines with moppers of required power for scrubbing of floors. Similarly vacuum cleaners and other equipments are to be kept available. These machines should be used on **Saturday/Sunday and Holidays** and as and when required and shall be operated on these days. If machines are not available or not put in use as per provision/scope of contract or as and when required, a penalty of Rs.1,000/- per day may be imposed and recovered from the contractor's monthly bills. The decision of the competent authority in the National Centre for Disease Control in this regard shall be final and binding on the tenderer.

3.10. The floor area adjoining the walls, which may remain un-scrubbed even after using scrubbing machines, are to be got cleaned manually by the contractor by using iron brushes, Carborandum stones and with suitable detergents. No extra payment or cost shall be paid on this account.

3.11. The standard of sanitation shall always to be kept up to the satisfaction of the designated officer-In-charge whose decision in this regard shall be final and binding on the contractor.

3.12. The safaiwalas/workers shall be under the direct control of the Supervisor who will act as per the directions of Officer In-charge or his/her authorized representative for maintenance operations.

3.13. The dusters/brushes or other tools used for cleaning of WC and urinals shall not be used for cleaning of washbasins, for which a separate duster or disposable tissue napkins shall be used. The material for cleaning of hard floor other than toilet areas such as common areas/staircase etc. shall be maintained separately and the duster used for cleaning of these areas shall not be used for cleaning the toilet areas.

3.14. All the duster clothes shall be cleaned/washed with soap at least once in a day. These dusters should only be used for seven days for toilets and 15 days for other areas.

3.15. While working on machines operated on electricity, the workers operating the machine should be provided with proper gum boots, hand gloves and other safety devices so as to ensure his/her personal safety against any possible electric shock due to use of water or otherwise.

4. Period of Contract:

4.1. The contract would be awarded for a period of one year from the date of issue of contract.

4.2. The National Centre for Disease Control, reserves the right to terminate the contract at any point of time during the currency of the contract in case the performance and the services rendered by the contracted firm is found to be unsatisfactory, after giving one month prior notice. The decision of the competent authority in the NCDC shall be binding on the contract firm. This institute may renew the contract on mutual consent for such period(s) as it may deem necessary, taking into account the satisfactory performance of the firm during the currency of the contract with the consent of the firm.

5. Proposed Timelines:

Sr. No.	Event	Schedule Date
1	Release of EOI	15.9.2016
2	Pre-bid meeting	22.9.2016 at 11.30 A.M. Mutual Changes if any will be intimated at www.ncdc.nic.in only
3	Due date for Submission of Responses to EOI	5.10.2016 upto 11.00 A.M.
4	Opening of the technical Bids	5.10.2016 AT 12.15 P.M.
5	Announcement of Qualified bidders	13.10.2016 AT 3.00 P.M.
6	Selection of Vendor	14.10.2016 AT 3 P.M.
7	Signing of Contract	19.10.2016
8	Commencement of the work by the Vendor	24.10.2016

6. Pre-Qualification Criteria (To be checked before processing Technical Bid)

- I. The agency must have a registered office with legal presence in India.
- II. The agency must have strong credentials in providing cleaning and housekeeping services consumer packaged goods and quantitative research

- analytics, and completed at least three (3) assignments with illustrative output, of consumer buying behavior or customer satisfaction survey for Government/ PSUs/ NGOs/ Private Organizations in the past three years.
- III. The Annual Turnover of the agency shall be minimum Rs. 30 lac for each the last three financial years (2012-13, 2013-14 and 2014-15).
- IV. The Bidder must warrant that the personnel to be deployed for this purpose have been sufficiently involved in similar work in the past 1 year with proof thereof.
- V. The bidder must warrant that the personnel engaged for this purpose fulfill following criteria:
- a) must be more than 18 years and medically fit
 - b) must have police verification
 - c) must have ESI Cards issued
 - d) must have unique number for EPF deposit
 - e) must have Aadhar Card
- VI. The Bid document submitted by the bidder must be accompanied by the Document Fees and Earnest Money Deposit (EMD) in a separate sealed envelope inside a bigger sealed envelope.
- VII. A firm having any legal suit/criminal case pending against its proprietor or any of its Directors (in case of Pvt. Ltd. Company) or having been earlier convicted for violation of PF/ESI/Minimum Wages Act or ever been blacklisted by any Govt. Department/PSU/Autonomous bodies or any other laws in force shall not be eligible to participate in the tender.
- VIII. The Tender of Agency/NGOs which do not fulfill any of the above conditions would be summarily rejected.

7. Bid Document and its submission

7.1 Pre-Bid Meeting:

A Pre-bid meeting will be convened on 22.9.016 at 11.30 A.M. at the NCDC Hqr, 22 Sham Nath Marg, Delhi-110054. The Pre-bid meeting will be held to discuss to the scope of work, responsibilities of the both parties, clarity on the timelines so that there is no ambiguity at the time of the submission of the technical and the financial bids.

7.2 Response Date:

Responses to this EOI are due on the date specified in the table above on or before 11.00 A.M. with submission of bids in two parts separately. Responses

must be submitted to the designated point of contact as mentioned below i.e. The Director, NCDC, 22 Sham Nath Marg, Delhi.

The Technical bids will NOT BE OPENED BEFORE on 5.10.2016 at 12.15 P.M. at in the presence of bidders who choose to remain present.

7.3 Bid Format:

- A.** The EOI is being invited in **two parts: Part-I:** the Technical Bid; and **Part- II:** the Financial Bid. The bidders will submit the Technical and Financial bids separately in two envelopes with ‘Technical Bid not to be opened up on or before 5.10.2016 AT 12.15 pm.’ and ‘Financial Bid’ super scribed on each of the two sealed envelopes. Both the sealed envelopes shall be placed in one single Envelope super scribed as [“Bids For providing Cleaning and Housekeeping Services at NCDC Delhi”]. Technical Evaluation of only such bidders shall be taken up which fulfill the basic eligibility criteria. Similarly, the financial bids of only such bidders would be opened who qualify in technical evaluation.

(i) Part I – Technical bid

This part must include a general background of the respondent organization, with information on the contact person for matters relating to this EOI. This part must include a letter indicating the interest of the organization in providing the services. The letter must be on the respondent organization letterhead, signed by an official who is authorized to respond to the EOI on behalf of the organization.

The technical bid must be complete in all respects and contain the relevant documents required as per the scope of the work.

The contractor should be in position to supply requisite numbers of worker within three days of award of contract.

The applicant contractor should be able to provide additional workers as required during tenure of the contract.

This part must also include a clear and concise summary of the respondent’s qualifications and experience as they relate to the EOI. Information should include the following: core business and years in business; experience of personnel to be engaged; description of similar works with client contact information, and financial details of the organization in the formats given in **Annex-I**.

(ii) Part II-Financial Bid

The envelope must be marked as “**Financial Bid:** EOI For providing Cleaning and Housekeeping Services at NCDC Delhi” and must be submitted in the format as given in **Annex-II**.

- B.** The Bid document submitted by the bidder must be accompanied by the followings in a separate sealed envelope inside a bigger sealed envelope:
- (i)** Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees twenty five thousand only) in the form of DD/Banker Cheque drawn in favour of Director, NCDC payable at Delhi. **It must be kept in a separate envelope and not with the technical bid / financial bid envelope.**
 - (ii) Document Fee:** A DD/Banker cheque of Rs. 1000/- (Rupees One Thousand only) drawn in favour of Director, NCDC payable at Delhi. **It must be kept in a separate envelope and not with the technical bid / financial bid envelope.**

7.4 Copies of Response:

Respondents must submit two (2) hard copies and one (1) electronic copy in CD format of their response to this EOI to the designated point of contact by the date and time specified in this EOI.

7.5 Validity of Bid:

The bids submitted by the bidders should be valid for at least three months from the date of submission.

7.6 EOI Cancellation:

NCDC reserves the right to withdraw this EOI if NCDC determines that such action is in the best interest of the NCDC.

8. Opening and Evaluation of Bids:

8.1 The bids shall be opened in the presence of the bidders or their authorized representatives who choose to attend on opening date and time. The authority letter to this effect shall be submitted by the bidder before they are allowed to participate in bid opening. The envelope marked “Technical Bid” shall be opened first. The envelope marked “Financial Bid” shall be kept sealed for opening at a later date.

8.2 Evaluation Criteria:

Technical Bid

The technical bids will be analyzed based on the eligibility criteria as per the scope of work. Thereafter, the responsive bidders will be considered.

Financial Bid

In the second stage of financial evaluation, the financial bids submitted by the bidders will be opened and the cost quoted in the financial bid shall be taken as final cost for the services.

9. Award of the Contract

9.1 NCDC shall consider the bidder that meets the eligibility criteria as specified above.

9.2 **Performance Security:** The successful bidder will be required to submit performance security for an amount of Rs. 4,00,000/- of the contract value in the form of a Banker Cheque / Demand Draft / Bank Guarantee in favour of Director, NCDC. The performance security will remain valid for 60 days beyond the date of successful completion of the project.

EMD submitted at the time of submission of the bid will be returned on the submission of the performance security by the successful bidder.

10. Terms of Payment:

The contract payment shall be made as per the payment schedule mentioned below:

- (a) Monthly bills submitted in duplicate by the agency for the services rendered in the preceding month, shall be paid after submission of bills in duplicate duly complete in all respect, along with e challan and ecr for EPF for the period for which bills have been claimed.
- (b) The payment for the work will be released only after production of attendance records certified by the respective Controlling Authorities and production of copies of Acquaintance rolls/pay sheets for proof of payment of wages to the personnel. The monthly bills should also be accompanied by the proof of payment of PF/ESI & Service tax challans. Inadequate supply of personnel will attract deduction at pro-rata basis from the work bill towards compensation. The decision of the Director, NCDC shall be final and binding in this regard
- (c) If the performance of the personnel provided by the agency is not found satisfactory, the Director, NCDC shall have power to terminate the contract with one month notice. Upon such termination, the amount of performance guaranty of the Agency shall be liable to be forfeited and shall be absolutely at the disposal of the department.

- (d) If at any time during the period of contract, the SCOPE OF WORK for which this job has been awarded is reduced / abandoned, the payment value of this job order shall be reduced on pro-rata basis by the Director, NCDC, shall be binding on the Agency.
- (e) The service provider will be reimbursed the variable dearness allowance by the government departments on production of proof of payment of revised variable dearness allowance to the workers as the minimum rates of wages prevailing at the time of calling the present tender is bound to increase because of revision of VDA by the Chief Labour Commissioner (Central), New Delhi in the month of April and October.
- (f) Rates shall include statutory obligations as applicable.
- (g) It shall be the responsibility of the agency to comply with provisions of various labour laws. The agency shall discharge all the liabilities under the labour laws. The agency shall indemnify NCDC against the claims arising out of non-fulfillment of obligations by him under the various labour laws.
- (h) During the contract period the agency shall make salary and other payments on or before 5th day of every month and provide other things in time without waiting for the bill payments passed by the NCDC.
- (i) In case of any personnel remaining absent from duty, a substitute shall be provided by the contractor immediately. In case a substitute is not provided, proportionate contract charges are liable to be deducted from the contract charges payable. In addition to the above, the penalty may also be levied for late reporting/non-reporting of the personnel.
- (j) If there is any inadequate or substandard supply of cleaning material a deduction Rs.500/- will be made for each such default. The decision of the Director, NCDC shall be final in this regard.
- (k) The schedule of weekly and fortnightly cleaning operations to be undertaken shall be submitted to the designated officer on the last working day of the previous month and the contractor shall strictly adhere to the schedule. All weekly and fortnightly cleaning operations (other than dust removal on records through vacuum cleaning) shall be undertaken on Saturday and holidays or at the Convenience of the Officer occupying the chamber.
- (l) The Contractor shall ensure that his workers do not participate in any trade union activities, agitation in the premises of NCDC. Any such activity shall be treated as serious breach of discipline and deficiency in service, which may lead to termination of contract.
- (m) NCDC reserves the right to check the passbook anytime to ensure the implementation of minimum wages act in a proper way. The firm would also require that the ESI cards and EPF number/UAN to the workers are issued at the time of the award of the contract.
- (n) All payments shall be made by ECS / cheque by the employer to the employees.

11. Designated Point of Contact

NCDC's official single point of contact for this EOI and the delivery point for responses and correspondence is:

The Director
National Centre for Disease Control
22 Sham Nath Marg, Delhi – 110 054
Telephone No. 011-23971272

Officer-in-charge
For Director

12. Annex I – Response Format for the Technical Bid

(No column should be left blank)

Tender for awarding contract for providing of Manpower for cleanliness and housekeeping in NCDC, Delhi.

1.	Tender to be addressed to:	Director, NCDC, 22 Sham Nath Marg, Delhi 54 and to be dropped in tender box at General Services Section, ground floor. Near 24 X7 OMC
2.	Tender to be opened at:	In the Central Seminar Hall, NCDC, Delhi
3.	Last date & time of receipt of tender:	
4.	Date, time and place of opening of technical bid	_____ at _____ PM. In the Central Seminar Hall, NCDC, Delhi
5.	Name of firm/agency with registered address & telephone numbers	
6.	Present address with telephone numbers	
7.	Name of Govt. Departments/ PSU's bodies where similar service contract has been executed.	
8.	Attested copies of the following documents to be attached: a) Certificate of registration b) Registration of Income tax(PAN) c) Registration of service tax d) Registration of EPF e) Registration of ESI	
9.	Documentary proof of handling contract at the value between Rs. 01 to 05 lakhs during last three years.	2012-2013 2013-2014 2014-2015
10.	Audited copies & annual accounts for the last 3 years.	2012-2013 2013-2014 2014-2015
11.	Earnest money to be deposited:	Rs. 25,000/- (Rupees twenty five thousand only)
12.	Any other information relevant to the tender	
13.	Whether all terms and conditions of tender are un-conditionally accepted?	Yes/ No
14.	List of cleaning material proposed to be used	Attached Yes/ No
15.	List of Equipments/Machines to be used and proof of ownership of the Equipments	Attached Yes/ No

Note: The figures shall be quoted in both words and figures. In case of any discrepancy, the amount given in the words will be taken as final. Firm must fill all the fields mentioned above, failing which tender is liable to be cancelled.

DECLARATION:

- (i) We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.
- (ii) We have not been earlier convicted for violation of PF/ESI/Minimum Wages Act or Any other laws in force.
- (iii) We are not black-listed by any Central/State Government/Public Sector Undertaking in India.

Business Address:

- Enclosure:
- i) EMD Deposit DD No.
 - ii) List of cleaning material proposed to be used per month
 - iii) List of equipments to be used and proof of availability of machine with Agency/Firm/Company etc.
 - iv) Documents as per para 8
 - v) Documents in support of experience claimed.
 - vi) Audited copies of accounts of last 3 years.

Office seal

(Signature of tenderer)
Proprietor/Partner

Date
Place

13. Annex – II: Financial Bid (to be submitted in separate sealed envelope)

To

The Director
National Centre for Disease Control
22 Sham Nath Marg, Delhi – 110 054

Subject: Financial Bid in support of our Technical Bid for “providing Cleaning and Housekeeping Services at NCDC Delhi

Sir,

The undersigned, having read the terms and conditions in detail of the document pertaining to providing Cleaning and Housekeeping Services at NCDC Delhi do hereby quote the following rates:

1.	Name of firm/agency with registered address & telephone numbers	
2.	Present address with telephone numbers	
3.1	Rates charges for 1 worker per Day (Excluding ESIC and EPF charges)	Rs
3.2	ESI charges per worker per Day	
3.3	EPF charges per worker per day	
3.4	Total Charges for one worker per Day (3.1+3.2+3.3)	Rs
4.1	Rates charges for 1 Supervisor per Day (Excluding ESIC and EPF charges)	Rs
4.2	ESI charges per Day	
4.3	EPF charges per Day	
4.4	Total Charges for one Supervisor per Day (4.1+4.2+4.3)	Rs
5.	Service Charges	Rs.
6.	Monthly cost of cleaning material may be eco-friendly and standard /reputed brand with IS marking as applicable for such items. Item should not have been banned for use by any authority.	Rs
7.	Monthly charges for use of machines /tools as per scope of the work	Rs.

EOI For providing Cleaning and Housekeeping Services at NCDC Delhi

8.	Service tax	Rs.
9	Total Monthly charge (Average 26 working days per month)	Rs

Note: The figures shall be quoted in both words and figures. In case of any discrepancy, the amount given in the words will be taken as final. Firm must fill all the fields mentioned above, failing which tender is liable to be cancelled. However firm may insert rows for additional charges, if required.

Place
Date:

Signature of the applicant

Name:

Designation

Official Seal

14. DISCLAIMER

1. The information submitted in response to this EOI may be subject to public release (as per RTI norms). Therefore, do not include proprietary or confidential business information in your response. Vendors responding to this notice assume the risk of public disclosure if confidential information is included.
2. This notice is not to be construed as a commitment by the NCDC to contract for services. Please be advised that the NCDC will not pay for any information provided as a result of this notice and will not recognize or reimburse any cost associated with any EOI submission.

