

No.9-14/2013-Ad (CDL)/JAO/T-1
Govt. of India
Ministry of Health and Family Welfare
Central Drugs Laboratory
3, Kyd Street, Kolkata-700016

Dated: 26.07.2013

Notice Inviting Tender

Subject: Tender for Housekeeping and Maintaining General Cleanliness in the office & premises of Central Drugs Laboratory, Kolkata

Sealed tenders are invited for Annual Contract for the work of Housekeeping and Maintenance of General Cleanliness of office & premises, occupied by Central Drugs Laboratory at 3, Kyd Street, Kolkata-16, from eligible and interested Indian firms/agencies/contractors having experience in the field for Housekeeping and General Cleanliness in Government Offices/Public Sector Undertakings; for a period of one year initially, extendable on mutual agreement up to two years, in two terms of one year each, subject to satisfactory performance of the firm, on outsourcing basis. Total estimated value of the Annual contract put to tender is Rs. 12,00,888/- per annum.

Scope of work/Schedule of Work.

The tender is for the work of cleanliness and maintenance of general cleanliness of the offices, premises including corridors, toilets, lobby/common areas, entrance gate, rooms, library, conference room, staircases, lift etc. at Central Drugs Laboratory, Kolkata, hereinafter called CDL. The details of the job (Schedule of Work) to be carried out between 9.00 AM to 6.00 PM on all working days except Saturday, Sundays & National Holidays are as given under. The work of cleanliness and general maintenance in respect of Animal House etc. as specified in work schedule are to be carried out on all working days.

S.No.	Description of area	Job to be performed	Frequency
1.	The open ground in the possession of the CDL adjacent to its Old Building, New Seven Storey Building, New Three Storey Building and Animal House.	Sweeping, cleaning with stick broom, thereafter collection and removal of garbage from office premises, as per direction of Building Caretaker.	Once daily in the morning (within 9.30am) on all working days except Saturday, Sundays & National Holidays.
2.	Gari-verandas (porticos) of old building and new Seven Storey Building.	Sweeping, cleaning, water-mopping and complete cleaning of dust/stains/waste paper etc. as per direction of Building Caretaker.	Once daily in the morning (within 9.30am) on all working days except Saturday, Sundays & National Holidays.
3.	Entire floor-area of common areas, corridors, passages and all rooms of all floors (ground to topmost) of three buildings as mentioned above including staircases and its railings.	Removal of dust/waste paper and any other rubbish/garbage; dry sweeping followed by water mopping with liquid detergent followed by mopping with phenyl. Cleaning carpets with vacuum cleaner, as per direction of Building Caretaker.	Once daily on all working days except Saturday, Sundays & National Holidays

4.	16 toilets - Four Ladies' and twelve Gents'.	Intensive Cleaning of toilet floor, tiles, WCs, urinal, Western & Indian pots/pans, looking mirror and washbasins. Restocking of toiletries in toilets like naphthalene balls. Cleaning of dustbin in toilets etc. complete in all respect as per direction of Building Caretaker.	Intensive Cleaning on all working days except Saturday, Sundays & National Holiday.
5.	Roofs of all buildings including animal house and all adjacent hutments.	Removing garbage/waste materials, sweeping, removing blockage of drainage, removing undue growth of plants, Weed under direction of Building Caretaker.	Once in every week.
6.	Animal House	Sweeping, Cleaning of floors, collecting garbage/waste materials as per direction of Official-in-Charge of Animal House.	Once every day <u>(including Saturdays/Sundays/Holidays)</u>
7.	Chemical Laboratories	Cleaning of basins, collecting of garbage/waste materials.	Once daily on all working days except Saturday, Sundays & National Holiday.
8.	Auditorium	Removal of dust/waste paper and any other rubbish/garbage; dry sweeping followed by water mopping with liquid detergent followed by mopping with phenyl. Cleaning & dusting of furniture, carpets with vacuum cleaner as per direction of Building Caretaker.	Once in every week and as and when required for function etc. as per direction of Building Caretaker.
9.	Lifts.	Cleaning and removing waste papers/rubbish etc from lifts.	Once daily on all working days except Saturday, Sundays & National Holiday.
10.	Window Panels, Staircases, walls and railings, ventilators, doors, notice boards, switch boards and electrical fittings etc in corridors and all rooms in above mentioned floors.	Cleaning, dusting, removing of cobwebs, removing stains of entire surfaces as per direction of Building Caretaker.	Once in a week.
11.	Garden (Front side and Back Side)	Cleaning, Removing waste materials/ garbage.	Once in a week.
		Weeding out.	Twice in a month.

Eligibility of Firms

Tender /Quotation is invited only from Registered and bonafide Firm/Agency/Contractor having experience of at least three years in the

relevant field of providing housekeeping/ cleaning services on outsourcing basis to Government Ministries/ Departments/ Government Organizations/PSUs etc.

Eligible and bonafide Registered Firm/Agency/contractors should submit the following certificate/ documents with their application to establish their eligibility:-

- (i) Copy of certificate of Registration of Firm/Contractor and validity thereof.
- (ii) Completion certificate of a single work of similar nature i.e. cleaning/housekeeping amounting to Rs. 12 lacs (rupees twelve lacs) or more from authorized officer of PSU/ Govt. Department/Bank during last three years.
- (iii) Copies of valid certificates of Income Tax clearance, Service Tax, and Sales Tax.
- (iv) Details of the Firm/ Company in case of Partnership Firm.
- (v) List of present work in hand and available man power.

Earnest Money Deposit

Rs. 24000/- [Rupees Twenty Four thousand only] to be deposited in favour of the Director, Central Drugs Laboratory, Kolkata in the form of Banker's Cheque payable at Kolkata purchased not before 16-07-2013 from any Nationalized Bank with their Tender document/Quotation paper in a separate envelop.

Except 1st & 2nd lowest bidder/tenderer, the deposited EMD of the unsuccessful bidders shall be discharged/returned immediately and no interest would be paid thereon. The EMD of the successful bidder and second lowest bidder shall be returned only after drawl of formal agreement and submitting deposit of Security Deposit for the work in question [no interest would be paid thereon].

The EMD shall stand forfeited if a bidder withdraws or amends the bid/tender, or impairs or derogates from the tender in any respect during the period of bid/validity of tender period or in case successful bidder fails to sign or accept the contract within the stipulated period . The EMD shall also stand forfeited in the event of pre-mature withdrawal of the tender (s) by any of the tenderer(s).

Procedure for filling up and submitting the Tender form

Interested and eligible firm/agency/contractors [see eligibility above] need to download the tender document from website and filled in Tender Documents may be dropped in 'Tender Box' available in the office premises till 28-8-2013 (1 pm).

The tenderer should sign and stamp on all the pages of the **tender documents/quotation paper** including Annexure-I, II & III as having read and understood the terms & conditions contained in the tender notice and submit the same by quoting their rate.

The Technical Bid/Eligibility Bid (Annexure I) should be accompanied by an Earnest money Deposit (EMD) for Rs. 24,000/- (Rupees Twenty Four thousand only) in the form of a crossed Banker's Cheque payable at Kolkata in favour of Director, Central Drugs Laboratory, Kolkata. The tender/quotation received without EMD will be treated as invalid tender/quotation and the financial bid will neither be opened nor taken into consideration. The Technical Bid/Eligibility Bid complete in all respect, along with EMD, has to be covered in an envelope superscripted as "TECHNICAL BID".

The Financial Bid should be completely and legibly filled up with

attachment on clear necessary break ups of rates quoted. This should be covered in another separate envelope superscripted as "FINANCIAL BID".

The above two envelopes may be sealed in another separate envelope superscripted as "Tender for Annual Rate Contract for Housekeeping and General Cleanliness CDL, Kolkata" and addressed to Director I/c, Central Drugs Laboratory, Kolkata-700016 and should be dropped in Tender Box available at the office premises at CDL, Kolkata, latest by 1.00 PM on 28.08.2013. The complete name and address of the tenderer must be written on all the envelopes.

Incomplete tender/quotation in any respect shall be summarily rejected and no tenderer shall have any right to represent.

The blank Annexure I, II & III are enclosed at the end of this tender/quotation document in clear and legible terms. Wherever, the rate/prices are to be quoted the same should be written in figures and in words as well. If rate or any component of the rate in figure differs with that in words, the rate quoted in words shall prevail. The quoted prices should be all inclusive including taxes etc. and nothing will be paid extra.

The filled in Annexure I, II & III have to be signed and stamped by the firm through its authorized signatory.

NOTE: a) Tenderer must write name and full address of the firm/agency/contractor at the back of the Banker's Cheque. b) Tender submitted late/delayed tenders due to any reason, whatsoever will not be accepted / considered, at all, under any circumstances.

Date of opening tender

The Technical Bid [Eligibility Bid] will be opened on 28-08-2013 (1.30 pm). In case of non submission of EMD of requisite amount in required form by the tenderers, tender/financial bid will be treated as informal and will be rejected summarily. Eligibility will be assessed as per Tender Documents only if EMD is received in stipulated form. List of eligible bidders will be displayed on Notice Board on 29-8-2013 [3 pm].

Financial Bid of only eligible tenderers will be opened on 30-08-2013 [1.30 pm].

Request for extension of opening date or time of tenders will not be considered. Interested bidders/tenderers or their authorized representatives [with authority letter in Letterhead of the tenderer] may be present at the time of opening of the Tender/quotation.

Important Note

1. The Director, Central Drugs Laboratory, Kolkata reserves the right to accept or reject any tender, in whole or in part thereof without assigning/ specifying any reason thereof. He shall also have the right to relax any of the terms and conditions mentioned in the tender document as per exigency of work.
2. There is no obligation on the part of the CDL, Kolkata to intimate the unsuccessful tenderers about the outcome of the tender process.
3. Intending tenderer/bidders are advised to visit the place of work for assessing the nature and volume of work realistically before quoting the rates.
4. Bidders/tenderers who are having near relative(s) employed in this

CDL, Kolkata/DGHS are not allowed to participate in the tender. The firm should give a certificate as given in the Annexure-III that none of his/ her relative is working in the CDL-Kolkata/DGHS. In case of the proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all' the partners and in case of limited company by all the directors of the company. Due to any breach of these conditions by the company or firm or any other person of the Firm/ Company the contract will be cancelled and Security deposit will be forfeited at any stage whenever it is noticed and CDL, Kolkata will not pay any damage to the firm or company or the concerned person. The company or firm or the person will also be debarred from further participation in any contract/tender of CDL.

The near relatives for this purpose are defined as:

- (a) Member of Hindu undivided family,
- (b) They are husband and wife
- (c) The one is related to the other in the manner as father, mother, son(s) and son's wife (daughter in law)' Daughter (s) and daughter's husband* (son in law), brother(s) and brother's wife, sister(s); and Sister's husband (brother in law).

Validity of Contract Period and Security Deposit

The contract will remain in force for a period of one year from the date of award of work and the same may be extended for another one year twice (i.e. up to period of three years in total) subject to satisfactory performance of the firm/agency/contractor. On formal acceptance of the contract, the firm concerned shall have to deposit a sum equal to 10% of tender amount (annualized) towards Security deposit in the form of National Saving Certificate/Fixed Deposit Receipt from any nationalized bank and to be pledged in favour of Director, Central Drugs Laboratory, Kolkata within seven days from the date of acceptance of the offer.

The Security Deposit will be refunded after three months from the date of successful completion of the contract.

The firm entrusted with the work shall have to carry out the contract at the rates approved by the CDL, Kolkata, which shall be valid for the whole of the period of the contract and no upward revision/any additional claim will be entertained during the period of the contract under any circumstances.

Procedure of Payment

(a) The bills in duplicate, for the services prepared on the basis of rates will have to be submitted on 1st week of succeeding month to the Director, Central Drugs Laboratory for effecting payment together with, the certificate of satisfactory performance duly signed by the authorized signatory/concerned officers and certificate of payment to the concerned labourers dues. Monthly payment will be made only after full payment of monthly labourers dues. No advance payment shall be made for the services.

(b) The payment will be released through crossed cheques and income tax and other statutory taxes, if any, shall be deducted against bills submitted.

(c) In case of delay in monthly payment, the agency/firm/contractor should be financially sound to make payment to its manpower & consumables without affecting the work for a minimum period of 03 months.

Terms and Conditions

(i) The work shall be carried out satisfactorily as per the directions of the competent authority of the CDL, Kolkata.

(ii) The competent authority in this office reserves the right to impose a

monetary penalty not exceeding 10% of the monthly contractual charges of the respective items, if he notices or it is brought to his notice any unsatisfactory cleaning, non-wearing of uniforms by the employees deputed by the contractor firm. Decision of Director, Central Drugs Laboratory, Kolkata is final and binding.

(iii) The contractor shall deploy adequate manpowers/ workers (including at least two number of female workers) to execute the work as mentioned in the work schedule for cleaning/maintenance of the premises. The normal working hours shall be from 9.00 am to 6.00 PM daily i.e. 9.00 hrs. on all working days except the work of animal house as with a break for lunch from 12.30 PM to 1.00 P.m. or as desired by the competent authority. During lunch break, the contractor would ensure that the cleaning etc is not hampered. Cleaning and sweeping of animal house to be carried on all days as mentioned in the schedule of work.

(iv) The CDL, Kolkata shall not provide any cleaning material/machine equipment for the cleaning work. However, the contractor can use water from toilets for washing/ cleaning work. All other cleaning material/ machine equipment to be arranged and shall be brought by the contractor and no extra payment will be made for the above washing/ cleaning materials.

(v) The contractor shall use standard cleaning materials of reputed companies only. Samples of chemicals, detergents, liquid soaps, acids, garbage bags etc. used for cleaning work should be got approved by the Jr. Admin Officer of CDL, Kolkata before use in work.

(vi) Initial sweeping & mopping of all areas must be completed by 9.45 am positively every day, failing which monetary penalty of Rs. 250/- per day shall be imposed and recovered from the contractor's bill. A penalty of Rs. 100/- per day shall also be recovered from the contractor's bill if any worker is found missing from duty. The attendance of the workers will be taken by the Building Caretaker/ authorized person/Officer of this office. Proportionate amount of labour charge will be deducted if any of the labourers remain absent from duties for one/more days in a month. The workers/labourers should maintain proper decorum in the office premises.

(vii) Cost of any damage done to tiles/ wooden articles, wooden walls, false ceilings, wooden fittings/ fixtures/furniture, any other surface, equipment, machines, material, toilet/sanitary fittings, electrical fittings, lights, switches & boards etc or any Government property within the premises of the buildings due to mishandling by the workers/labourers deployed by the contractor or use of inferior quality cleaning material/defective machines shall be borne by the contractor and he shall repair/replace the damaged part/portion immediately. In case the contractor fails to make good the loss/damage to the satisfaction of the competent authority, CDL, Kolkata, at its discretion, deduct such amount from the bills of the contractor as it may decide sufficient, to make good the loss. Decision of Director, Central Drugs Laboratory, Kolkata is final and binding. No appeal for review /write off the loss shall be entertained.

(viii) All day to day waste material, dust, garbage etc. in corridors, staircases etc will have to be removed and thrown into the dustbin located outside the building premises. It will be the responsibility and duty of the contractor to ensure that there is no water accumulation anywhere inside the premises of the building, especially in the bathrooms/toilets.

(ix) All the waste and garbage including empty chemical bottles shall be collected and transported to KMDA/CPWD dust bin /incinerator by the contractor at his own risk and cost and nothing will be paid extra for the disposal.

(x)

(a) There are 16 Nos. of toilets/ bathrooms. This will include cleaning

and washing of urinals, W.C, Pans, Marble flooring/ tiled walls, taps and fittings with detergent powder and liquid phenyl daily. In addition, periodical cleaning of stained pottery items shall be done as and when required to keep the things in neat and tidy conditions. The contracting agency shall be made responsible not only for up keep of the toilets but also for keeping necessary staff to ensure that the common toilets are not misused.

(b) Sweeping/Cleaning and dusting of all rooms / Library/Conference Hall /auditorium/common area/corridors, removal of cob webs, glass cleaning mopping up of floors and stair cases etc. The contracted agency shall be responsible for keeping the area satisfactorily neat and clean;

(xii) The contractor shall be wholly responsible for the conduct/integrity of each supervisor/sweeper/worker deputed by them.

(xiii) The contractor himself shall be responsible for the safety and maintenance of his tools and materials. No damages/claim of the contractor on this account shall be entertained in any circumstances.

(xiv) The contractor will supply sufficient sets of uniforms, badges; and gumboots to each sweeper, who shall invariably wear the same while at work and also keep the uniform clean. If during working hours, any sweeper is found to be without uniform/badges, he/she will be marked absent and recovery as per condition will be made from the contractor's bills.

(xv) Under no circumstances shall the contractor appoint any sub contractor or sub-lease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated without any notice by the officer-in-charge.

(xvi) The sweepers shall be under the direct control of the supervisor/officer in-charge or his/her authorized representative for day-to-day maintenance operations. However, they will report to Building Caretaker (of CDL, Kolkata) for their daily duty.

(xvii) Electricity, if required for any equipment/machine will be supplied free of cost to the contractor, but necessary arrangement for lead wires, cable (shock proof) etc. shall be arranged by the contractor and nothing extra shall be paid on this account.

(xviii) Income Tax and surcharge as usual shall be recovered from the gross amount of the contractual charges as per statutory order of Government.

(xix) The contractor shall at his own cost, if required, take necessary insurance coverage in respect of his staff and other personnel for service to be rendered and shall also, during the currency of the contract, comply with all relevant labor laws as may be applicable or modified from time to time by the concerned authorities and in no case the CDL would compensate for the losses and damages of material/manpower.

(xx) The firm shall comply with all the prevalent rules and regulations in Force relating to Minimum Wages Act etc. and shall be responsible for all statutory dues to its staff engaged at CDL, Kolkata.

(xxi) Necessary items such as ladder etc. shall be arranged by the contractor himself. No extra payment shall be paid on this account.

(xxii) The contractor shall supply to his workers all gadgets/articles required for safety purposes, such as gas masks, torch, safety belt, and 'gas lantern etc. He may also maintain a First Aid Box to meet any emergency situation in respect of staff deputed by him.

(xxiii) The material for daily use like vim powder, liquid soap, Naphthalene balls, Hydrochloric Acid, Odonil balls/stick, fresheners, toilet Soap, phenyl, sanitary cubes, toilet paper, tissue paper, Finit, Homocol liquid soap, pochha, hand duster, toilet brush, plastic brooms, jala brush, cleenjo, teepol, platform brush, wiper, soft brooms, surf etc. shall be arranged by the contractor himself and nothing will be paid extra for the above. **If required, materials may be allowed to store in CDL at the risk of the contractor.**

(xxiv) Only superior quality hand gloves/rubber gloves shall be used by the workers for cleaning purposes.

(xxv) 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 of disposable tissue napkins shall be used. The cleaning of hard floor other than toilet areas such as staircase etc shall be maintained separately and the duster used for cleaning of these areas shall not be used for cleaning the toilet areas.

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

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

(xxviii) The decision of the authorized officer regarding the satisfactory standard of cleanliness shall be final and binding on the contractor. The contractor shall comply with the monitoring mechanism/system as advised by the CDL.

(xxix) The contractor should arrange First-aid-box at the place of work and maintain various labour laws, safety of his labourers, ways act including payment of minimum of wages to his labourers.

(xxx) The contractor should provide photo-identity card to every labourers deployed for the job in Central Drugs Laboratory, Kolkata and one copy of the same also be submitted to CDL authority for record before deploying each worker.

(xxxii) **The contract will be valid for a period of 12 months from the date of its award and the same may be extended by another year in two subsequent terms (thus, total extension period may be of two years) subject to satisfactory performance of the firm.** However, in the event of service rendered being found unsatisfactory or in the event of any other unforeseen circumstances the contract is liable to be terminated without assigning any reason thereof, after giving one month's notice. The decision of the Director, CDL, Kolkata in this regard shall be final and binding on the contractor.

(xxxiii) All the obligations as described in this tender document shall be complied by Tenderer and those obligations shall be bindings on the contractor during the validity of the contract.

(xxxiiii) All disputes in connection with this annual contract will come under the jurisdiction of Calcutta High Court, Kolkata only.

C. Hariharan
(C Hariharan)

Director I/c (CDL, Kolkata)

Director-in-Charge
Central Drugs Laboratory
Govt. of India
3, Kyd. Street, Kolkata-16

Technical Bid [Eligibility Bid] For The Work Housekeeping And General Cleanliness Of The Office And The Laboratory AT CENTRAL DRUGS LABORATORY, KOLKATA

[To be filled by Tender]

I/We have read and fully understood the Notice Inviting Tender No. **No. 09-14/2013-Ad (CDL)/JAO/T-1** dated **26-8-2013** and hereby furnish details of my/our agency/firm/company:-

1.	Name and address of the Contractor/ Firm. Registration No. of the firm/agency & period of validity of registration.	
2.	Name of the owner (s)/ Partner (attach Bio-data of all partners)	
3.	Contact Details (Mandatory) (i) Mobile number (ii) Office Telephone (iii) FAX [Not mandatory] (iv) E-mail Address	(i) (ii) (iii) (iv)
4.	Name of organizations/offices, where the Contractor/ Firm is presently providing cleaning services (mention only two addresses and phone no.)	
5.	(a) Whether the firm/agency is registered (attached copy certificate of registration) (b) Service Tax number (copy to be attached) (c) PAN number (copy to be attached) (d) ESI number (copy to be attached) (e) EPF number (copy to be attached)	
6.	Details of experience with Govt./Semi- Govt./Autonomous bodies during last 3 years along with annual turnover (2010- 11, 2011-12 & 2012-13)	
7.	Please attach the copies of similar job completed and Annual Balance Sheet for 2010-11, 2011-12 & 2012-13	

List of enclosures

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Signature(s) with Seal

FINANCIAL BID
HOUSEKEEPING AND GENERAL CLEANING SERVICES
(To be filled up by the tenderer)

I have physically inspected the premises occupied by CDL, Kolkata and understood the volume of work. Having read and accepted all terms and conditions in the tender document we submit the rates for housekeeping and maintenance of general cleanliness as follows:-

1.	Total monthly amount to be charged by the agency/ firm for providing the services in question. (please attach break-up)	Rs. (Rupees..)
2.	Details of manpower to be deployed.	
3.	Value of consumable items to be supplied/ provided. (List of items along with quantity to be attached)	Rs. (Rupees..)
4.	Total (Col. 1+3)	Rs. (Rupees..)
5.	Service charge of the firm @	Rs. (Rupees..)
6.	Taxes, if any @	Rs. (Rupees..)
7.	Total monthly charges inclusive of adequate manpower & all materials / consumables items required for cleaning (including tax, if any) (col. 4+5+6)	Rs. In words:
8.	Total Annualized Charge	Rs. In words:

Signature with Seal

Annexure-III

Certificate

I,.....s/d/w/o.....
..... r/o.....,
hereby certify that none of my relative as defined in the tender document is / are employed in CDL, Kolkata/DGHS as per details given in the tender document. In case at any stage, it is found that the information given by me is false /incorrect, Director, Central Drugs Laboratory, Kolkata shall have the absolute right to take any action as deemed fit/without any prior intimation to me.

Signature.....

Name.....

Position.....

Date.....