

भारत सरकार

स्वास्थ्य एवंपरिवार कल्याण मंत्रालय

(स्वास्थ्यसेवा महानिदेशालय)

केन्द्रीय औषध मानक नियंत्रण संगठन

केन्द्रीय औषधि परीक्षण प्रयोगशाला

क्षेत्रीयअन्नवऔषध प्रशासनभवन, जी.एम.एस.डीकंपाउंड,

बेलासीसरोड, मुंबईसेन्ट्रल, मुंबई४००००८

दूरभाष : ०२२-२३००२३०९ / ०२२-२३०० २१३८

फैक्स : ०२२-२३०९ ९२४०

ई-मेल : cdtlmumbai@cdsco.nic.in



CDSCO

Government of India

Ministry of Health and Family Welfare

(Directorate General of Health Services)

Central Drugs Standard Control Organisation

Central Drugs Testing Laboratory

Zonal FDA Bhawan, GMSD Compound,

Bellasis Road, Mumbai Central, Mumbai - 400 008.

Tel : 022-2300 2309 / 2300 2138

Fax : 022- 2309 9240

Email : cdtlmumbai@cdsco.nic.in

Accredited By : NABL (ISO/IEC-17025:2005 in Chemical & Biological Testing)

Certified By : IMS (ISO - 9001:2008; ISO - 14001:2004; OHSAS - 18001:2007)

8(1)/CDTL-MUM/17-18/1675

Date : 05/7/17

NOTICE INVITING TENDER FOR PROVIDING SECURITY AND HOUSEKEEPING PERSONNEL

1/13

Sealed Tenders in are invited for providing contract Security services and Housekeeping from registered agencies having

Capability to provide Ex-Servicemen/trained personnel having good bearing, training and maintaining high standard of turn out.

Interested parties may submit their lowest rates separately for the subject work. They may, if so desire, inspect the foresaid the site at CTDL in any working day between 10.30 A.M to 4.30 PM (Except Saturdays) before quoting their rates.

A. TENDER.

1. The Tenderers are required to quote separately their lowest rates both in figure and words for each work as mentioned in **Annexure- B** annexed hereto. Two separate sealed envelopes should be used by the tenderer while furnishing financial bid for submitting (i) Tender Document and (ii) Earnest Money super-scribing on the respective envelopes (a) Tender for providing (b) Earnest money Rs 3000/- for providing Security and Housekeeping personnel.
2. The tender may be sent by post sufficiently early so as to reach in this institution within time, or may be dropped in the Tender Box kept in the Ground Floor of this Institution.
3. Important dates.

Date of release of Tender : 05/07/2017

Last date for seeking clarifications : 31/07/2017

Last date and time of submission of bids : 31/07/2017 04.30pm

Sheddy

1. The contract will be initially valid for a period of one year from the date of issue of offer of contract.
2. The agency should obtain and produce license under the "The contract Labour (Regulation & Abolition Act 1970) from the Labour Department. The agency shall maintain, and if necessary, submit to the Institute for inspection on demand the records such as Muster roll, Payment register etc. The Institute will not bear any liabilities pertaining to the personnel engaged by the Agency.
3. The Contractor/Security agency will strictly observe the required standards to maintain proper account of payments including statutory benefits (ESI & PF etc.) being made to the personnel of the agency. The statutory financial statements (Income tax, Professional Tax, Service Tax Proof of ESI & PF payments etc.) and any other documents as may be required by the Institute shall be produced for scrutiny by the agency on demand. The agency shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify the Institute against all such liabilities, which are likely to arise out of the agency's failure to fulfill such statutory obligations.
4. The security personnel should be of
 - (a) age group between 22 and 55 years
 - (b) The security guards should have the education and average intelligence to check Identity cards and Gate passes;
 - (c) Knowledge of Marathi/Hindi/English is essential
 - (d) The security supervisors should be at least matriculate, preferably ex-servicemen, and be able to read & write in English
 - (e) Security guards should have basic knowledge in fire safety and fire fighting
5. The latest police verification certificate in respect of each such personnel proposed to be deployed shall necessarily be submitted to the institute.
6. The duty hours should not exceed 12 hours at a stretch. Continuous shifts by the same person should be avoided and no post should remain unmanned. Odd duties/shifts may be required according to exigencies, and have to be provided .
7. Absenteeism must not exceed five percent of the total deployment in any month. The Institute shall reserve the right to impose penalty for excess absenteeism or failure to deploy adequate personnel.
8. Items of equipment, torches, lathis, uniforms including rain coat, jerseys etc. for efficient conduct of duty by the agency personnel shall be provided by the agency and shall be in good, neat and usable condition.
9. No accommodation will be provided on the campus for the agency personnel and the agency shall make its own arrangements for its personnel.

10. The agency shall alone be liable to pay compensation for any damage/death /injury sustained by the personnel or any other members of the agency as sustained by them in the course of their work/ duty at the Institute during the contract period.
11. The Agency shall ensure politeness, good behavior, good conduct, application, alertness and commitment in the discharge of duty of personnel deployed by them.
12. The personnel of the Security Agency shall not be treated or considered as employees of the Institute under any circumstances. The Agency personnel and shall at all times work with high professional standards and commitment with the Institute to maintain strict security measures round the clock including .
13. The Agency personnel shall perform their duties effectively and diligently in accordance with the general procedure laid down by the Institute from time to time.
14. The agency shall arrange to effectively safeguard men, materials and the interest of the Institute in the Campus and at designated places by posting its personnel in such manner and at such points and at time to assure the Institute that its interests are fully and wholly safeguarded. This includes assisting the Institute in first-aid and fire safety operations as may be deemed necessary.
15. In the event of theft, pilferage or damage to the institute's property, after necessary investigations, if proved beyond doubt that the Agency/their personnel are responsible, the agency shall make good all the losses /damage.
16. The rates agreed upon shall remain unchanged until the expiry of the contract period or till they are amended by the Institute in accordance with institute's norms.
17. Bill/s have to be submitted, after the completion of every month and the Institute will work to release payment within reasonable time from the date of submission of bill/s. The payment of the bill will be effected only on production of the verified photo copies of the previous months wage sheet Service tax, ESI &EPF remittance and half yearly/yearly return under the respective Acts.
18. On all matters pertaining to this tender, the decision of the Director of the Institute shall be final and binding.
19. The agencies are urged to actually visit the campus with the permission of the Security Officer before submission of their technical and financial bids separately in sealed envelopes.
- 20 . Successful Security Agency/ contractor shall execute an agreement in the prescribed format on Rs. 100 stamp paper.
21. The tenderers are required to submit the earnest money (bid security) of Rs.3000/- (Rupees eight thousand only) and tenders received without earnest money will not be considered at all.
22. The tenderers are required to quote their lowest rates for supply of Housekeeping and Security personnel as mentioned in **Annexure- B** annexed hereto.
23. The rates should be valid for 90 days from the date of opening of tender.

24. Hypothetic or conditional Tender will not be entertained. Tender once submitted shall not be allowed to be withdrawn or altered. If the tender is withdrawn or altered by the concerned party at any time after it is submitted, appropriate action may be taken.

25. The Bidders are required to submit the tender enclosing therewith photocopies of following documents, failing which their bids will be summarily rejected and will not be considered .

(i) Registration Certificate of the firm/proprietorship, etc.

(ii) Copy of PAN/TIN No. and Service Tax number

(iii) Copies of Income Tax Return filed for the last two financial years

(iv) The firm/agency/contractor should have the experience of rendering their services in providing Security and Housekeeping personnel in any Government Sector or large reputed Private Sector enterprise, for the last two years satisfactorily. This should be supported with documentary evidence.

(v) Earnest Money Deposit (EMD) of Rs.3,000/- in the form of Demand draft/ Banker's Cheque of any scheduled bank drawn in favour of Director, CDTL, Mumbai payable a Mumbai

(vi) The Tender document can be download from Govt website i.e. www.cdsc.nic.in

26. The Price Bid as per Performa given in the tender document as Annexure-B and then price filled up and submitted in Envelope No -2, duly sealed superscript with name of tender. Any conditions given in the Price Bid may cause rejection of Bid. Further :

(i) The rates/prices should be quoted in Indian Rupees in words as well as figures.

(ii) The conditional bids shall not be considered and likely to be rejected in very first instance.

(iii) All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached.

(iv) Over-writing/over typing or erasing of the figures which render it doubtful and ambiguous are not allowed and shall render the tender invalid.

27. The bid security (i.e. EMD) of the unsuccessful bidders would be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after award of the contract.

28. The CDTL, Mumbai in its discretion, reserves the right to reject or accept any or all the tenders, partially or completely, at any time without assigning any reason thereof.

29. In case of a local firm/agency/ contractor, they may deliver/ submit the tender personally in CDTL, Mumbai on or before the due date and time. Postal delay for tender submitted by post shall also not be accepted and all tender submitted in time only would be considered.

30. The CDTL will deal with the tenderer directly and no middleman/commission agents etc. should be asked by the tenderer to represent the cause and they will not be entertained CDTL.

31. Each tenderers has to certify that all the terms and conditions are acceptable to him.

Tenders should be accompanied with the declaration at Annexure C (regarding his power to sign the tender documents) and the checklist at Annexure D (arranging the various documents in the Technical bid)

C. TERMS AND CONDITIONS FOR SUCCESSFUL TENDERER.

1. The successful tenderer will have to deposit Performance Security amount corresponding to 10 percent of the order value within a week from the date placement or purchase order, either by way of Demand Draft drawn in favour of "The Director, CDTL, Mumbai" or Bank Guarantee from a Commercial Bank, which will be refunded after two months of the successful completion of the contractual obligation of the supplier on written request of the tenderer. Bid security (EMD) would be refunded to the successful bidder on receipt of performance security. If the successful tenderer abandons the contract, or fails to perform his part of contract, the security deposit or any part thereof is liable to be forfeited. If the contractor abandons the contract after refund of EMD, the Bank Guarantee furnished would be encased.
2. The rates shall be quoted on yearly basis. The rates shall be all inclusive including taxes and duties etc.
3. Items of equipment, torches, lathis, uniforms including rain coat, jerseys etc. for efficient conduct of duty by the agency personnel shall be provided by the agency and shall be in good, neat and usable condition.
4. Rate should be quoted in figure as well as in words as per ANNEXURE-B.
5. CDTL, Mumbai reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason or to cancel the tender. The decision of Director, CDTL, Mumbai, in this regard shall be final and binding on all.
6. The rates at any stage once quoted shall not be withdrawn.
7. No advance payment will be made at any circumstances. Bill/s have to be submitted, after the completion of every month and the Institute will work to release payment within reasonable time from the date of submission of bill/s. The payment of the bill will be effected only on production of the verified photo copies of the previous months wage sheet Service tax, ESI & EPF remittance and half yearly/yearly return under the respective Acts 18. On all matters pertaining to this tender, the decision of the Director of the Institute shall be final and

binding. Thereafter, CDTL, Mumbai will make payment to the contractor within a reasonable period after deduction of applicable taxes/TDS etc.

8. The services required is for initial period of one years. The contract may be extended on mutual consent subsequently based on performance or till finalization of the next tender. The contract may be terminated at any stage solely at the option of CDTL, Mumbai with an advance notice of one month without assigning any reason.

9. In case any of staff is not found up to the mark and not able to do work properly, he will have to be changed as per the instruction of CDTL, Mumbai and immediately replaced by another qualified staff.

10. The tender shall be kept valid for acceptance for a period of 90 days from the date of opening.

11. Any statutory tax as applicable will be deducted from the bill of the contractor.

12. The tenderer shall verify that the staff/workers deputed to CDTL are of good character and no criminal record is against any of them.

E. INVITATION OF TENDER

The interested parties may send their sealed tenders for providing Housekeeping and Security personnel addressed to the undersigned by name so as to reach on or before ^{at} 31 July 2017 upto 4.30 pm. The tenders received after due date and/or time and/or without Earnest Money will not be entertained.

TENDER NOTICE No.

Dated.....

The following number of personnel in each category is tentatively required at the Institute. The number may vary from time to time according to the Institute.


Sr. No.	CATEGORY	NUMBER OF PERSONNEL
1.	Security Guards	6 nos.
2.	Security Supervisors	1 no.
3.	Housekeeping	5 nos.

Note: The Security Supervisors should at least be matriculates and preferably Ex- servicemen as indicated in the general terms and conditions.

1. All ex-servicemen are required to produce Discharge certificate.
2. Knowledge of Marathi /Hindi/English is essential.


 Director
 CDTL, Mumbai

Enclosure: Annexure A, B, C & D


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Annexure A

I. SCOPE OF WORK – Security Personnel:

1. To maintain round the clock (24 hours) fool proof security at Central Drugs Testing Laboratory, Mumbai and other areas notified by the Institute from time to time.
2. The Security agency shall maintain all security registers in the format prescribed by the Institute like IN and OUT material registers, Vehicle Movement Register, Visitors Registers and Returnable Gate Pass Registers, etc. with their stationery.
3. The Security agency shall restrict the entry of all unauthorized persons into the building , as it is not a thoroughfare. Visitors shall be allowed after proper identification and verification of bonafide and genuineness of purpose.
4. The Security agency shall check daily the Vendors' passes and Temporary Labour passes issued by the Institute.
5. The Security agency shall remain professional and independent even when maintaining amicable relations with the Institute fraternity. They shall be polite, but firm on security and access issues.

II. TERMS AND CONDITIONS:

1. The Security agency shall engage and post only trained, physically fit and experienced Security personnel i.e. Security supervisors, Security Guards (minimum prescribed qualification will be SSC passed) at the following points for a period of one year in 12 hours each shift.

Sr. No.	Post	No. of Security Guards	Shift wise	Remarks
1.	Security Guards			
2.	Security Supervisors			

2. Pattern of quoting:

Tenderer may please quote a lump sum amount / rate per guard / per supervisor per month inclusive of all (i.e., ESI, PF, Taxes service charges).

3. The Security agency shall submit an undertaking to the effect that in the event of laxity in the performance of the above mentioned scope of work is their responsibility loss or damage if any, caused to the properties of the Institute and shall compensate the same.
4. The Security agency shall maintain its own muster rolls for the persons engaged by them and submit for verification to the Institute along with invoice every month.
5. The Security agency shall follow the labours laws etc. for its workers.
6. The Security agency shall supply the uniform and torch lights to their guards.

7. The Security agency shall deposit Earnest Money Deposit (EMD) of Rs. 3,000/- (Rupees Three thousand only (refundable in case of unsuccessful bidders) in the form of Demand draft in favour of The Director, CDTL-Mumbai along with the tender schedule. Tenders received without EMD DD will be summarily rejected.

8. The Security agency should deposit 10% of the Value of the contract with the Institute as Security Deposit (applicable only in case of successful bidder) either in cash or by form of Bank guarantee from a Nationalized Bank valid for the period of contract.

The Security agency should deposit 10% of the Value of the contract with the Institute as Security Deposit (applicable only in case of successful bidder) either in cash or by form of Bank guarantee from a Nationalised Bank valid for the period of contract.

II. SCOPE OF WORK – Housekeeping Personnel:

Housekeeping services will be comprehensive in nature relating to all areas within the premises and shall include the following:

a. Sweeping, Vacuum Cleaning/Cleaning and wiping of floors of different types including carpet surfaces, Staircases, corridors, lifts and lobbies. Cleaning activity shall start in the morning at 8.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.30 AM.

b. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, signages etc. with dry/wet cloth, feather brush and duster

c. Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc.

d. Replenishing all toiletries including hand towels (M-fold/C-fold), Liquid soap, toilet rolls/GRD air freshener and tissue boxes after daily check-ups in the morning, afternoons and on call basis during daytime.

e. Upkeep and maintenance of the pantry area to operate the necessary equipments such as fridges, Microwave Oven, Water coolers, Water Dispensers, Tea Vending Machine etc.

f. Maintenance of Proper registers/records for the jobs carried out on daily, weekly and monthly basis.

g. Daily:

- Sweeping, Cleaning, vacuuming and wiping of floors of different types including carpet surfaces, Staircases, corridors, lifts and lobbies, meeting areas, cabins etc.

- Dusting and polishing/brushing of Low high partitions, Glazed & Paneled partitions glass panes, venetian blinds, Door Mats, Tables, chairs, Workstations, conference rooms, Library, Visitors' rooms etc.

- Acid Cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including area at hinges and cistern handles. Restock toiletries, which include Liquid hand soap, toilet paper, air freshener, and Sanitary cubes hand towels (M-fold/C-fold) and Naphthalene balls in toilets after daily check-ups in the morning, afternoons and on call basis during daytime.

- Dusting of Telephone Sets, PC, Printers, Photocopier machines, Fans, Network Equipment

- Removal of waste papers and any garbage and blockage/choking from the entire area covered under the tender.(Two times daily and as and when required)

- Cleaning of baskets, bins, and disposing off all the collected refuse at designated site on daily basis(Two times daily and as and when required)

- Conference room / Meeting Rooms / Discussion rooms to be checked on regular intervals / call basis. Water bottles, tea cups, paper plates, crockery etc., be cleared regularly so that the area never looks dirty. Tables, cabinets, switchboards, white boards, doors and partitions etc. should be cleaned every day, water Bottles to be replenished and kept clean, Face tissues, notepads to be arranged.

- Spraying room Freshners / Air Freshners daily at regular intervals.

- Shifting of furniture and other items from one floor to another or within the floor as and when required by the administration.

4. Jobs to be carried out Weekly:

- Vacuuming, brushing and shampooing of all carpet area, chairs and sofas(Once in a week and as and when required)

- Cleaning and dusting of electrical switch boards, light fixtures, fans, air conditioner vents, overhead light fixtures, firefighting equipment, name plates, artifacts, plant boxes, etc(Once in a week)

- Thorough Cleaning of Water Dispensers and Water coolers(Once in a week and as and when required)

- All other works which are listed in Daily Cleaning Section but not mentioned in this section will be attended.

5. The bidder has to provide workforce in sufficient numbers to maintain the premises as required and to the satisfaction of the Admin In-Charge.

6. The bidder shall, however, survey the area and make assessment of the manpower requirement on its own to maintain the premises as required .

Working hours:

i. All the housekeeping services will be provided for five days a week including on intervening holidays.

ii. Housekeeping staff deployed by the agency shall be required to work in for five days a week from Monday to Saturday from 0800 hrs. to 1900 hrs. with half an hour lunch break. The manpower will also be called upon to perform duties on Sunday and other holidays where required No extra charge will be paid for attending the office on such holidays.

iii. Cleaning activity shall start in the morning at 8.00 AM so as to complete all the dusting/ cleaning/ mopping work before 9.15 AM. well before regular staff report to duty.

10. For the manpower deployed, the agency will keep with them, their present and permanent address, education qualification details, specimen signature and two passport size photographs and furnish these details/information to CDTL-MUMBAI, as and when required. The bidder will provide identity cards to the manpower deployed to work at CDTL-MUMBAI.

11. The staff deployed by the agency will maintain office decorum. They will be courteous, polite, cooperative, in good health and character and be able to discharge their responsibilities of housekeeping work. The bidders will verify the character antecedents before deploying any person at CDTL-MUMBAI.

12. The agency will ensure that the services rendered by its deployed manpower are perfectly valid, legal and not in violation of any civil, criminal, labour, municipal or industrial law. CDTL-MUMBAI stands indemnified for any default caused by the bidder in the discharge of housekeeping services. The agency shall deal with and settle the matters related with working conditions and sure that no labour disputes/problems are referred to CDTL-MUMBAI or make CDTL-MUMBAI a party to the same. It shall totally indemnify CDTL-MUMBAI and its officers in this regard.

13. The agency would be under obligation to replace any manpower, whose conduct /performance / health / habit is found to be unsatisfactory, at its own costs, risks and responsibilities immediately, with written intimation to CDTL-MUMBAI.

14. The manpower deployed for housekeeping service will remain available at the place of their duty roaster and would report to supervisor posted by the agency. The supervisor will ensure that tender specified manpower is available at the place of duty all times.

15. If CDTL-MUMBAI finds that the tender specified manpower is not able to provide satisfactory service, the agency will have to provide additional hands without any increase in the monthly bill.

16. The selected agency upon request shall furnish the names of the persons engaged along with their detailed medical report. These medical tests have to be carried out on the personnel at least once in a year and these have to be submitted as and when the same is carried out at the cost of the agency without any additional cost.

17. The selected agency shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, chewing of pan smoking, loitering without work. The staff deployed should always be disciplined, properly dressed and be presentable all the time during duty.

18. The agency should provide the details of all the Manpower proposed to be deployed at the CDTL-MUMBAI site. All the personnel deployed by the agency should always carry the identity card provided by the agency. Agency's personnel would be frisked by the security personnel appointed by CDTL-MUMBAI both while entering and leaving the premises.

Checklist Maintenance:

19. Checklists has to be maintained for Toilets and general cleanliness etc. would be under administration of the supervisor. He would sign the checklist after random physical inspection of these areas.

20. The agency will be responsible for any indiscipline, damage to equipment property and third party liabilities caused by acts on part of its deployed manpower at CDTL-MUMBAI premises for housekeeping services.

21. The agency must provide necessary standard liveries to its housekeeping staff /supervisors with their identity properly displayed. No extra payment shall be claimed from CDTL-Mumbai for such items.

Annexure B

PRICE BID :- (To be submitted in Envelope -II)

Providing housekeeping and Security Personnel at ZONAL FDA BHAVAN

(RATES SHOULD BE INCLUSIVE OF ALL TAXES)

Sr. No.	Post	No. of Security Guards	Shift wise	Remarks
1.	Security Guards	6 nos.		
2.	Security Supervisors	1 no.		
3.	Housekeeping personnel	5 nos.		

Signature and seal of contractor

Annexure-C

Declaration to be furnished by the Tenderer.

DECLARATION I, _____ Son/Daughter/Wife of
Shri _____ Proprietor/ Director/ Authorized Signatory of
the Company / Firm, mentioned above, is competent to sign this declaration and execute this tender document; I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them; The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorised person

Date:

Full Name:

Place :

Rubber Seal

Annexure-D**ORDER FOR ARRANGING VARIOUS DOCUMENTS IN BID (CHECKLIST)**
(Unconditional acceptance of Terms and conditions of the tender)

(Pl use separate sheet for providing complete inform)

Pl. Tick

Sr. No	Criteria	Vendor Response (Yes/No)	Page No
1	Registration Certificate of the firm/proprietorship		
2	Copy of PAN/TIN No. and Service Tax number.		
3	Copies of Income Tax Return filed for the last two financial years		
4	The firm/agency/contractor should have the experience of rendering their services for maintaining of similar works i. e. comprehensive maintenance of similar Sewage/water Treatment Plant along with allied accessories etc. for the complete plant in any Government Sector or large reputed Private Sector enterprise, during the last two years satisfactorily. Necessary relevant documents to this effect to be enclosed		
5	Earnest Money Deposit (EMD) of Rs.3,000/- in the form of Demand draft/ Banker's Cheque of any scheduled bank drawn in favour of Director, CDTL, Mumbai ". No interest shall be payable by the Institute on EMD. Successful tenders in the event of the contractor failing to comply with any provision of the contract, EMD/Security Deposit shall stand forfeited.		
6	Original Copy of the declaration terms and conditions in Tender Document with each page duly signed and sealed by the authorized signatory of the firm in token of their acceptance		

Seal & Signature