

No.24/03/2017-Ad (CDL)/JAO/T-1
 Govt. of India
 Ministry of Health and Family Welfare
 Central Drugs Laboratory
 3, Kyd Street, Kolkata-700016

Kolkata, Dated: 24. 03. 2017

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 Central/State 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. 14, 00,000=00 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, Kolkata. The details job (Schedule of Work) as mentioned below to be carried out between 9.00 AM to 6.00 PM on all working days. 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 including holidays.

S.No.	Description of area	Job to be performed	Frequency
1.	The open ground in the office possession of the CDL adjacent to its Old Building, Main Seven Storey Building, New Three Storey Building and Animal House.	Sweeping, cleaning with stick broom, thereafter collection and removal of garbage from office premises, on all working days as per direction of Building Caretaker.	Twice daily – once within 9.30 am and another after lunch i.e. after 1.30 pm on all working days.
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.	Twice daily – once within 9.30 am and another after lunch i.e. after 1.30 pm on all working days.
3.	Entire floor-area of common areas, corridors, passages and all rooms of all & every 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.	Twice daily – once within 9.30 am and another after lunch i.e. after 1.30 pm on all working days.
4.	16 toilets - Four Ladies' and twelve Gents'.	Intensive Cleaning of toilet floor, tiles, WCs, urinals,	Intensive Cleaning Intensive cleaning on

		Western & Indian pots/pans, looking mirror and washbasins. Re-stocking of toiletries in toilets like naphthalene balls. Cleaning of dustbin in toilets etc. complete in all respect as per direction of Building Caretaker.	all working days.
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 animal cage(s) & floors, collecting garbage/waste materials as per direction of Official-in-Charge of Animal House.	Once every day (including Saturdays/Sundays/Holidays)
7.	Chemical and Instrumental Laboratories	Cleaning and dusting of furniture and fixture, window panels (inside & outside), glass partitions, glass doors reagent racks, working tables & basins, collecting of garbage/waste materials.	Once daily on all working days.
8.	Auditorium and furniture of the auditorium like chair, tables and window panes.	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.
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.
12.	Drains	Weeding out. All drains of the office premises and in the CDL office complex	Twice in a month. Once in every week.
13.	Cleaning of garbage of the office complex including animal house.	No accumulation of empty bottles, containers, garbage, and junk materials in the entire area.	Once in every day.

Eligibility of Firms

Tender /Quotation is invited only from Registered and bona fide Firm/Agency/Contractor having experience of at least three years in the relevant field of providing housekeeping/ cleaning services on outsourcing basis to Central/State Government Ministries/ Departments/ Central Government Organizations/PSUs etc. Tender paper will be issued on receipt of valid application enclosed with the relevant and supported documents mentioned as under. The Director reserves the right to issue the tender and his decision is final and binding.

Eligible and bona fide Registered Firm/Agency/contractors should submit the following certificates/ documents with their application to establish their eligibility and to issue Tender/Quotation Papers thereof from the office of the Director, Central Drugs Laboratory, Kolkata on or before 12. 05. 2017.

- (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. 14 lacs (rupees Fourteen lacs) or Rs 7 lacs each for at least two similar works in a year 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.
- (vi) Cost of tender document is Rs.50=00(non-refundable) to be deposited in DD/Postal Order in favour of Director, Central Drugs Laboratory, Kolkata.

Earnest Money Deposit

Rs. 30000/- [Rupees Thirty thousand only] to be deposited in favour of the Director, Central Drugs Laboratory, Kolkata in the form of Banker's Cheque /DD payable at Kolkata purchased not before 01-05-2017 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 refunded 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 quotationer/ tenderer(s).

Procedure for filling up and submitting the Tender form

On receipt of valid Application Form along with supported documents and cost (non-refundable) of tender paper [see eligibility above], Tender/quotation paper will be issued to the bona fide and eligible firm/agency/contractors. Tender Documents (duly filled) may be dropped in 'Tender Box' available in the office premises on or before **3.00 P.M. on 15. 05. 2017.**

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

The submitted tender/quotation should be accompanied by an Earnest money Deposit (EMD) for Rs. 30,000/- (Rupees Thirty thousand only) in the form of a crossed Banker's Cheque/DD payable at Kolkata in favour of Director, Central Drugs Laboratory, Kolkata. The tender/quotation received without EMD will be treated as invalid and informal and the financial bid (Annexure-I) will neither be opened nor taken into consideration. The tender document along with E.M.D has to be covered in an envelope superscripted as "TENDER BID AND EARNEST MONEY DEPOSIT".

The Financial Bid (Annexure-I) 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, Central Drugs Laboratory, Kolkata-700016 and should be dropped in Tender Box available at the office premises at CDL, Kolkata on or before **3.00 P.M. of 15. 05. 2017**. The complete name, address and contact No 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 subsequently.

The blank Annexure I & II are available 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 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 Tender and Financial bid of the eligible tenderer thereafter will be opened on the same day at **3.30 P.M. on 15. 05. 2017** in presence of interested tenderers/ quotationers.

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 and nothing will be entertained whatsoever it may be after submission of the tender.
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 CDI-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.

However, the actual difference of escalation of wages due to revision of wages of the labourers under Minimum Wage Act of the Government of India/Local State Government and applicable cost of statutory taxes thereon will be paid from time to time on production of valid document.

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/ by e-payment mode 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/deployed labourers for a minimum period of three (03) months.

Terms and Conditions

1. The work shall be carried out satisfactorily as per the directions of the competent authority of the CDL, Kolkata.
2. 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.
3. **The contractor shall deploy adequate man powers/ workers not less than 08 (eight labourers) and 01 (one) supervisor for the entire job out of which there should be at least two number of female workers to execute the work as mentioned in the work schedule** for cleaning/maintenance of the office and 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 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.
4. **The CDL, Kolkata shall provide all sort of cleaning materials/machine equipments like broom, steel swap, mop, wiper, buckets, mugs etc along with naphthalene, floor cleaners, bleaching powder, phenyls etc for the cleaning work and hence no payment will be made for the above washing/ cleaning materials.**
5. The contractor shall use the above cleaning materials/ equipments judiciously and economically and no materials or equipments shall be allowed to be taken out of this premises.
6. Initial sweeping & mopping of all areas must be completed by 9.30 am positively every day, failing which monetary penalty of Rs. 300/- per day shall be imposed and recovered from the contractor's bill. A penalty of Rs. 500/- per day shall also be recovered from the contractor's bill if any worker is found absent 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.

7. 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 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.
8. All day to day waste materials including empty bottles/ containers, dust, garbage etc. of open areas, rooms, corridors, staircases etc will have to be removed from the office premises and to be thrown into the nearby KMC dustbin located outside the building premises. It will be the responsibility and duty of the contractor to ensure that there is no accumulation of water or dumping of Garbage anywhere inside the premises of the building, especially in the bathrooms /toilets or in open campus area.
9. The contractor shall maintain the office premises and entire campus neat and clean including maintaining proper safeguards such that no accumulation of water or dumping of garbage are found by the local authority or the Kolkata Municipal Corporation during their surprise check. In case any complaint or legal notices is received regarding accumulation of garbage/water from the Kolkata Municipal Corporation the contractor should be held responsible and also liable to pay expenditure including penalty if any levied by the Kolkata Municipal Corporation/Tribunal.
10. 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.
11. (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 to be made of all glass doors, glass partitions, glass windows (inside and outside), reagent racks and bottles of laboratory, fittings and fixtures of laboratory /Library /Conference Hall /auditorium /common area /corridors, removal of cob webs, mopping up of floors and stair cases etc. The contracted agency shall be responsible for keeping the area satisfactorily neat and clean;
12. The contractor shall be wholly responsible for the conduct /integrity of each supervisor /sweeper / worker deputed by them.
13. The contractor himself shall be responsible for the safety and maintenance of tools and materials. No

damages/claim of the contractor on this account shall be entertained in any circumstances.

14. 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.**
15. 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.
16. 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.
17. 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.
18. Income Tax and surcharge as usual shall be recovered from the gross amount of the contractual charges as per statutory order of Government.
19. 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.
20. The firm (Contractor) shall comply with all the prevalent rules and regulations in **Force relating to payment under Minimum Wages Act of Government of India or local State Government whichever is higher. The Firm(contractor) shall also be responsible for the deposit/ payment of all statutory dues like providing ESI card, date to date receipts of deposits/payments of relevant Provident Fund, ESI subscription of its staff/labourers, bonus etc. engaged at CDL, Kolkata failing which contract should be liable to be terminated and other action will also be initiated to clear the dues to the deployed labourers at the risk & cost of the firm (Contractor).**
21. Necessary items such as ladder etc. shall be arranged by the contractor himself. No extra payment shall be paid on this account.
22. 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/labourers deputed by him.

23. 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, cleanjo, teepol, platform brush, wiper, soft brooms, surf etc. shall be provided departmentally free of cost. All the above issued materials should be used judiciously and economically. In case misuse of above mentioned articles are noticed relevant recovery shall be made from the contractor/firm. Decision in the matter of recovery is under the sole discretion of the Director CDL.
24. Only superior quality hand gloves/rubber gloves shall be used by the workers for cleaning purposes and those items to be provided by the contractors/firm.
25. 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.
26. All the duster clothes shall be cleaned /washed with soap at least once in a day to make economical use of materials.
27. 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.
28. 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.
29. **The contractor should arrange First-aid-box at the place of work and maintain various labour laws, safety of his labourers, wage act including payment of minimum of wages to his labourers as notified by government of India or local state government from time to time including timely payment and deposits of provident fund, ESI subscription Bonus etc.**
30. The contractor should provide photo-identity card to every labourer 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.
31. **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.

32. 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.

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

Director In-Charge (CDL, Kolkata)