



संघ लोक सेवा आयोग / UNION PUBLIC SERVICE COMMISSION
धौलपुर हाउस शाहजहाँ रोड / DHOLPUR HOUSE, SHAHJAHAN ROAD,
नई दिल्ली-110069 / New Delhi-110 069

F.No.1.5(1)/2019-Adv.Suites

NOTICE INVITING TENDERS

(e-Tendering mode only)

Subject: Notice Inviting Tenders for hiring Hospitality and Housekeeping services in UPSC Guest House / Advisers Suites

Online bids are invited for entering into contract for 01 (one) year for providing Hospitality related services (i.e. services like preparation & serving of food and beverages, dish/kitchen cleaning services etc.) and housekeeping services (i.e services like cleaning, sweeping, dusting, room up-keeping, Bed making etc.) in the Guest House/Advisers Suites of Union Public Service Commission (UPSC). UPSC premises has 2 (two) Guest House/Adviser's Suites with 42 (forty two) Rooms. Guests visit and stay at UPSC in various spells throughout the year. In addition to the guest houses, the hospitality services are to be extended to other official buildings i.e. Main Building, Annexe Building, Examination Hall, Ayog Sachivalaya Building and 2 (two) Departmental Canteen in UPSC Premises. Housekeeping services are to be normally provided in the premises of Guest House/Advisers Suites only. The estimated value of Tender Enquiry / NIT is Rs.1,10,00,000/- (Rupees One Crore and Ten Lakhs only).

2. Tender documents may be downloaded from UPSC web site www.upsc.gov.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule given in CRITICAL DATE SHEET below:

CRITICAL DATESHEET

Published Date	16.03.2020
Bid Document Download / Sale Start Date	16.03.2020
Bid Submission Start Date	16.03.2020
Bid Submission End Date	07.04.2020
Bid Clarification start date	16.03.2020
Bid clarification end date	30.03.2020
Bid Opening Date	08.04.2020

GENERAL TERMS AND CONDITIONS OF THE TENDER

3. Bids shall be submitted online only at Central Public Procurement Portal for e-Procurement website: <https://eprocure.gov.in/eprocure/app>. Manual Bids shall not be accepted.

4. Tenderers/Firms are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderers/Firms for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>. **The Tenderers/Firms are advised not to wait till the last moment/date for submission of their bid, so as to avoid any unforeseen event or unforeseen problem with website due to which bidder is not able to submit the bid. No representation of bidders or offline bids in this regard will be entertained.**

5.1 Bid documents to be scanned and submitted by the Tenderer/Contractors/Firms on <https://eprocure.gov.in/eprocure/app> must be clearly readable.

5.2 The Bidders are advised to go through all the terms & conditions and clauses of tender carefully and thoroughly before submission of the bid.

6. ELIGIBILITY CRITERIA:

6.1 The Firm must be based in Delhi/NCR or must have a branch Office in Delhi/NCR.

6.2 The Firm must have prior experience of providing Hospitality and Housekeeping services (similar to that asked in tender) to Government Departments or Holiday Homes/ Guest Houses of Government Departments or Educational Institutions or Public Sector Undertakings (PSU) or Autonomous Bodies or Private Sector Firms or Hotels (3 Stars or above). The bidder shall attach the copy of relevant documents.

6.3 The Average Annual Financial Turnover of the Firm during the last three consecutive financial years- i.e. 2015-16, 2016-17 and 2017-18 should be at least Rs. 50,00,000/- (Rupees Fifty Lakhs only).

6.4 The bidding firm must be registered with Registrar of Companies (R.O.C) or Registrar of Firm or under Shops & Establishment Act/Rules and must be in existence for at least 5 years on the end date of bid submission. A copy of registration certificate should be submitted.

6.5 Joint venture / consortia of firms / companies are **not eligible to participate in this Tender / NIT.**

6.6 Experience required in providing Hospitality and Housekeeping Services:

6.6.1 The bidder should have successfully completed similar scope of work as indicated in this NIT (Notice Inviting Tender) during the last 5 years as on the bid submission end date. In support of their claim, the bidder / firm is required to submit legible copies of purchase order / work order and successful work completion certificate of the following:

a) Three similar successfully completed work each costing not less than Rs.40,00,000/- (Rupees Forty Lakh only).

Or

b) Two similar successfully completed work each costing not less than Rs.60,00,000/- (Rupees Sixty Lakh only).

Or

c) One similar successfully completed work costing not less than Rs.80,00,000/- (Rupees Eighty Lakh only).

7. PROCEDURE FOR SUBMISSION OF BIDS

7.1 Two bid system of Tender Enquiry shall be followed. The tender shall be submitted online in two parts/covers/folders i.e. one containing Technical Bid and another containing Financial Bids. Bids uploaded in single part or folder on the website will be summarily rejected.

7.2 All the pages of bid documents being uploaded/ submitted must be sequentially numbered and duly signed and stamped by authorised signatory of the firm.

7.3 The offers submitted by Telegram/Fax/email or any other mode shall not be considered. No correspondence will be entertained in this matter.

7.4 Clarification of Bid Documents:

7.4.1 A prospective bidder, requiring any clarification on the Bid Documents shall notify the Purchaser. The purchaser shall respond in writing to any request for the clarification of Bid Documents, which it receives within 7 days of Bid Document sale start date. The query (without identifying the sources) and clarification by the Purchaser shall be posted online for the information of all the prospective bidders.

7.4.2 Any clarification issued by UPSC in response to query raised by prospective bidder shall form an integral part of bid documents and it may amount to an amendment of relevant clauses of bid document.

7.4.3 The bidder are required to keep a watch on the CPPP website w.r.t. to any amendment to the tender document or to clarification to the queries raised by the bidders till a day prior to the opening of the tender. UPSC reserves the right for rejection of bids if the bids are submitted without taking into account these amendments/clarifications. Further, bidder will be fully responsible for downloading of the tender document and amendments for their completeness.

7.5 TECHNICAL BID MUST CONTAIN THE FOLLOWING DOCUMENTS:

- a) Scanned copy of Earnest Money Deposit (EMD) of Rs.3,00,000/- (Rupees Three lakh only) in the form of Account Payee Demand Draft/Fixed Deposit Receipt/Pay order/Banker's Cheque from any of the commercial bank in an acceptable form, payable to the Secretary, U.P.S.C, New Delhi-110069.
- b) Scanned copy of NIT document duly signed and stamped by authorized signatory of the bidding Firm on each page.
- c) Scanned copy of Goods and Services Taxpayer Identification Number (GSTIN) registration certificate.
- d) Scanned copy of PAN card of the Firm.
- e) Scanned copy of filled Technical Bid form duly signed and stamped. Kindly refer to Annexure B.

- f) Scanned copy of latest Income Tax Return of the Firm for the last three consecutive Assessment years i.e. ITR for 2019-20, 2018-19 and 2017-18.
- g) Scanned copies of audited balance sheet and profit and loss statement of the firm for three consecutive years – 2017-18, 2016-17 and 2015-16.
- h) Scanned copy of certificate from Chartered Accountant clearly indicating the annual turnover of the firm for last three consecutive financial years 2017-18, 2016-17 and 2015-16.
- i) Scanned copies of documentary proofs that the bidding firm has experience in providing Housekeeping and Hospitality services in Government Departments or Educational Institutions or Public Sector Undertakings (PSU) or Private Sector Firms or Hotels (3 Stars or above). The firm must submit legible copies of purchase order / work order and successful work completion certificate as per clause 6.6.1.
- j) Scanned copy of details of the firm (Annexure C) on the letter head of the firm.
- k) If the bidding firm is exempted from submission of EMD, scanned copy of documentary evidence in this regard is required to be submitted.
- l) Scanned copy of registration certificate with Registrar of Companies (R.O.C) or Registrar of Firm or registration under Shops & Establishment Act/Rules.
- m) Scanned copies of documentary proof establishing that the bidding firm is based in Delhi/NCR or has a Branch Office in Delhi/NCR.

7.6 FINANCIAL BID MUST CONTAIN THE FOLLOWING:

7.6.1 The cover/folder for the financial bid must contain the Price Bid for providing Hospitality and Housekeeping services in UPSC in the in the BOQ format as per Financial Bid Form given at annexure D.

7.6.2 Financial and Technical Bids must be submitted in separate folder/Cover on CPPP website. **Bids uploaded in single part or folder on the website will be summarily rejected.**

7.7 EVALUATION OF BIDS:

- 7.7.1** Technical bids will be evaluated by a Bids Evaluation Committee (BEC) or authority authorized by the Competent Authority of this Office. Technical Bids will be evaluated on the basis of EMD and documents furnished in the Technical bid (Refer clause 7.5 of this NIT). Decision of the Competent Authority with regard to acceptability of the Technical bid shall be binding on all the bidders and cannot be challenged. No correspondence in this regard will be entertained.
- 7.7.2** UPSC at its discretion may depute a Committee to visit either or both the office and any of the site(s) where the bidder is currently engaged/was engaged in providing Hospitality and Housekeeping services to see the performance of the firm and to assess the capability/suitability of the firm for award of the contract in this office. The bidder shall facilitate the committee of UPSC during their visit. In case of delay and non cooperation by the bidder their bid shall be liable to be rejected. However, the site of only those bidders shall be inspected whose bids will be found valid as per terms and conditions of the tender. Bids of those firms whose performance is found unsatisfactory by the Committee shall be rejected. The decision of committee shall be final and binding.
- 7.7.3** Financial bids of only those bidders will be evaluated on a later date whose Technical bids are approved by the Competent Authority. The date and time of opening of financial bids will be intimated via CPPP website.
- 7.7.4** The rate of Goods and Services Taxes levies if any must be quoted separately in the price schedule. Otherwise, the bid of the firm will be summarily rejected.
- 7.7.5** Financial evaluation of bids will be done on the basis of total rate inclusive of all taxes and statutory obligations quoted in the price schedule for providing Hospitality and Housekeeping services in UPSC. Kindly refer to Financial Bid Form given at Annexure D. In case of more than one L-I Bidders, the bidder having higher average annual financial turnover during the last three consecutive financial years i.e. 2017-18, 2016-17 and 2015-16 will be considered as L-I Bid.
- 7.7.6** Bid submitted by Firm must remain valid for acceptance for a period of 06 (six) months from the Bid Submission End Date.

7.7.7 Conditional or Incomplete or Hypothetical bids are liable to be rejected.

7.7.8 Clarification of bids: To assist in the examination, evaluation and comparison of bids, the purchaser, at its discretion may ask the bidder for the clarification of its bid. However, no post bid clarification at the initiative of the bidder shall be entertained.

8. AWARD OF CONTRACT:

8.1. Contract for providing Hospitality and Housekeeping services in UPSC will be awarded to bidder who has quoted the lowest total cost inclusive of all taxes in the price schedule for providing Hospitality and Housekeeping related services in UPSC. Kindly refer to Financial Bid Form given at Annexure D.

8.2. Duration of contract: The contract shall remain valid for One (01) year subject to satisfactory performance of the firm. This may further be extended on same rates, terms and conditions for a period upto One (01) year at the discretion of the Commission.

8.3. Delivery Schedule: The successful bidder shall be responsible for providing the Hospitality and Housekeeping services within 15 days from the date of issue of Purchase Order/Work Order.

9. EARNEST MONEY DEPOSIT

9.1 Earnest Money Deposit of Rs. 3,00,000/- (Rupees Three lakhs only) should be furnished in the form of Account Payee Demand Draft/ Pay Order/ Banker's Cheque/ Fixed Deposit Receipt in favor of Secretary, Union Public Service Commission payable at Delhi/ New Delhi. It must be delivered to UPSC on or before Bid Submission End time and date. Tenders without EMD or EMD submitted in any other form or EMD received after the Bid Submission End time and date will NOT be considered and will be summarily rejected except for those Firms/bidders which are Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with Central Purchase Organization or any other concerned Ministry or Department. Such firms/bidders are required to enclose documentary evidence for claiming exemption otherwise no exemption will be granted and bid will be summarily rejected.

9.2 EMD shall remain valid for period of 45 days beyond the validity of the bid i.e. 225 days beyond bid submission end date. EMD with lesser

validity period will not be accepted and such bids will be summarily rejected.

- 9.3** EMD of a bidder will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its bid. Further, the bidder shall be debarred from participating in future NITs / Tenders of the Commission. In case the successful bidder fails to furnish the required performance security within the specified period, its EMD will be forfeited.
- 9.4** EMD furnished by all unsuccessful bidders will be returned to them without any interest whatsoever. EMD of the successful bidder will be returned after receipt of the Performance Security.

10 PERFORMANCE SECURITY

- 10.1** The successful bidder, irrespective of its registration status etc., will have to furnish Performance Security at 7% of the contract value in the form of Account payee Demand Draft/Pay Order/Fixed Deposit Receipt from a Commercial Bank in an acceptable form in favor of Secretary, UPSC. The successful firm shall be required to submit the Performance Security within the time limit stipulated by the Commission at the time of award of contract.
- 10.2** Performance Security should remain valid for a period of **Sixty Days** beyond the date of completion of all contractual obligations of the supplier.
- 10.3** Performance Security will be refunded to the supplier without any interest, whatsoever, after it duly performs and completes all its contractual obligations satisfactorily.
- 10.4** Performance Security will be forfeited if the firm fails to perform in accordance to the terms and conditions mentioned in this Notice Inviting Tenders.

11. SCOPE OF WORK

- 11.1** **The prospective bidders are advised to visit this Office and contact Section Officer, Adviser Suites from 16.03.2020 to 01.04.2020 between 1000 Hrs to 1600 Hrs to understand the scope of work to be executed as per this NIT before participating in the Tender. The rate/amount per month for the work must be quoted only after fully understanding the scope of work.**

11.2 Advisers Suite of UPSC is being used as a Guest House where Advisers/Experts are staying for performing official work. There are two Adviser's Suites (Guest House) for stay of Advisers/ Experts invited by the Commission. The new Adviser's Suite consists of 25 guest rooms and the old Adviser's Suite consists of 17 guest rooms. The Rooms/Lounges of these two Guest Houses require special hospitality services and should be maintained professionally very neat and clean. There are two Departmental Canteens (Canteen 'A' and Canteen 'B') in UPSC. Housekeeping service, Bellhop Service, Washing Service are required within the premises of Advisers Suites / Guest Houses of UPSC. The Cooking and washing services are required both in Advisers Suites / Guest Houses and Departmental Canteen. Bearer services are required throughout all the buildings in UPSC premises. Details of Adviser's Suite are as under:

UNITS		No. of Floors	Approx. Area Covered (Sq.mtr.)	No. of Toilets (Gents)	Total Number of Rooms (No. of Beds)*
Advisers Suite	Old Adviser's Suite	2	824	19	17* (17x2=34)
	New Adviser's Suite	5		29	25*(25x2=50)

*There are two single-beds in every room.

11.3 Detailed services to be provided by the tendering firm in Advisers Suites are as under:

Table 11.3.1

SERVICE: SUPERVISION		
S.No.	Description of Work	Frequency
1.	Supervision of Hospitality and Housekeeping services to be provided by the tendering firm. The performance regarding Hospitality and Housekeeping Services shall be monitored regularly. A checklist approved by the Commission in this regard needs to be maintained and filled up on daily basis regarding daily, weekly, monthly and quarterly work to be executed. In order to monitor the quality of work being executed an authorized Official designated by UPSC shall make surprise inspection in addition to the regular inspection as deemed fit.	On continuous basis during Office / Shift hours. Ensure availability on phone during off Office Hours.

Table 11.3.2

SERVICE: HOUSEKEEPING		
S.No.	Description of Work	Frequency
1	Proper upkeep of rooms in the Advisers Suites/Guest House that includes but is not limited to manual sweeping (using broom) and wet moping of floors, bed making, dusting/cleaning of shelves, furniture, showpieces, tables, chairs, Sofa-set, computer, monitor, keyboard and similar electronic appliances in rooms.	Daily and as and when required
2.	Cleaning of wash-basins, sinks and urinals / Commodes in the toilets attached with rooms of Advisers Suites/Guest House with appropriate cleaning agents. Check the availability of active urinal screen mats and urinal deodorizer cubes in Urinals and replace the inactive urinal screen mats and urinal deodorizer.	Daily and as and when required
3.	Dusting of walls, exhaust fans, roofs/ false ceiling from top downward and removing cobwebs (if any) and cleaning of electric switch boards, Fans, Electric Light fittings, Geyser and other similar electrical fittings.	Fortnightly and as and when required
4.	Vacuum cleaning of carpets, curtains, Venetian blinds and related fixtures, computer terminals, Sofa-sets, upholstered chairs etc.	Once a month and as and when required
5.	Cleaning of windows and glass panes (from inside). Cleaning of glass panes from outside to the extent possible using telescopic rod and from inside. Cleaning of door handle and area around door-handle. The cleaning shall be done with appropriate cleaning agent.	Monthly and as and when required

Table 11.3.2 (Contd...)

SERVICE: HOUSEKEEPING		
S.No.	Description of Work	Frequency
6.	Thorough cleaning of sanitary, water supply fixtures, wall tiles, bathroom fittings etc. with appropriate cleaning agents.	Monthly and as and when required
7.	Replenishing toiletries, changing of bed sheets/covers/linens, towels, curtains etc. and restocking of tea bags, sugar, milk, etc. in every rooms of Guest House/Advisers Suites. The tendering firm shall provide suitable sized Caddie Trolley to its personnel for executing this task.	Daily for occupied rooms and As and when required
8.	Proper upkeep of reception, lounges, corridors or any other assigned areas in the Advisers Suites/Guest House that includes but is not limited to manual sweeping with broom along with wet moping of floors, staircases, dusting/cleaning of handrail of stairs, shelves, furniture, showpieces, tables, chairs, Sofa-set, electrical fittings etc. It is to be ensured that cleanliness remains throughout the working hours.	Daily and as and when required
9.	Wet moping and dry moping of floors, cleaning of wash-basins, sinks and urinals / commodes in the toilets in common area. For the common toilet near the dining hall an increased frequency will be required during lunch hours.	Twice daily and as and when required
10.	Mechanized scrubbing and polishing of entire floor area (including floors of rooms) by using appropriate scrubbing and polishing machines.	Once a month and as and when required

Table 11.3.3

SERVICE: HOSPITALITY			
S.No.	Services	Description of Work	Frequency
1.	Cooking	Preparation for high tea, breakfast and lunch for meetings / conferences / workshops organized through Departmental Canteens of UPSC. Making different types of cuisines & snacks such as North Indian, South Indian, Continental, Chinese etc. and also the popular beverages such as tea, coffee, soups etc. Upkeep of cooking area, maintaining proper cleanliness and hygiene of kitchen equipments like Refrigerator, gas stove etc.	Daily and as and when required.
2.	Washing	Washing of dishes, Crockery, Utensils etc.	Daily and as and when required
3.	Bellhop	Escorting guests while carrying their luggage to and from the assigned rooms in the Advisers Suites / Guest House.	At the time of check-in and check-out and as and when required
4.	Bearer	<p>Providing following services to Senior officers (Additional Secretary and above), PT Board/Committees, Advisers/Experts etc.:</p> <p>a) Tea/Coffee & Snacks to Sr. Officers at 09:30 AM</p> <p>b) Tea & snacks at 10:30AM</p> <p>c) Soups/Drinks/Beverages at 12:00PM</p> <p>d) Tea & snacks at 03:00AM</p> <p>e) Soups/Drinks/Beverages at 4:30PM</p> <p>f) Room service on case to case basis</p> <p>The above is not exhaustive but indicative list/timings & prospective bidders have to provide services as per requirement of the Commission. Furthermore, providing services that includes but is not limited to Bed making changing of bed sheets/covers/linens, towels, curtains etc. and restocking of tea bags, sugar, milk, etc. in every rooms of Guest House/Advisers Suites.</p>	As and when required

11.4 In addition to the duties mentioned above, the tendering firm is required to perform all other works as per requirement and as assigned by the officer(s) concerned. Furthermore, the frequency of duties mentioned above may be changed or decided during contract period based on operational requirements.

11.5 The bidder shall ensure that the person deployed for the above listed tasks should have requisite educational qualifications & professional skills. It may be noted that the services where there is an interaction with Guests such as room service (on case to case basis), bearer services and bellhop services, the deployed service provider should have a good communication skill.

11.6 Dress Code / Uniform: Details of the dress code / uniform to be wore by the employees deployed for Hospitality and Housekeeping services by the tendering firm are as under:

S.No.	Services	Dress / Uniforms
1.	Housekeeping	Blue Shirt; Black pant; Black shoes; Navy Blue colored pullover / Overcoat / Sweater (as per season) & Id Card of the Company / Firm.
2.	Cooking	White Shirt; Black pant; White Canvas shoes; Chef's Apron; Chef's hat; Maroon pull-over/over-coat / Sweater (as per the season) & Id Card of the Company / Firm.
3.	Washing	White Shirt; Black pant; White Canvas shoes; Maroon pull-over/over-coat / Sweater (as per the season) & Id Card of the Company / Firm.
4.	Bellhop Services	White Shirt; Black pant; White Canvas shoes; Maroon pull-over/over-coat / Sweater (as per the season) & Id Card of the Company / Firm.

S.No.	Services	Dress / Uniforms
5.	Bearer	White Shirt; Black pant; White Canvas shoes; gloves; Maroon pull-over/overcoat / Sweater (as per the season) & Id Card of the Company / Firm.

11.7 WAGES: The successful vendor / firm shall remunerate the personnel deployed for providing services specified in this NIT / Tender as per existing labour laws, rules, orders and notifications whether central or state or local as applicable to him and to this contract from time to time. The fair wages to be paid to the personnel employed by the successful vendor / firm shall not be less than the minimum wages declared from time to time by the respective State Government Authorities or Central Government Authorities whichever is higher. The categorization of services for providing wages to the personnel deployed by the successful firm/vendor is provided below. All the prospective bidders shall quote rates for man-shift services accordingly.

S.No.	Service	Skilled / Semi-skilled / Unskilled
1	Supervision	Skilled (Graduate & above)
2	Cooking	Skilled
3	Bearer	Semi-skilled
5	Bellhop	Unskilled
6	Washing	Unskilled
7	Housekeeping	Unskilled

11.8 It is to be ensured that caution boards must always be used while wet cleaning / moping of floors. The tendering firm shall provide appropriate caution boards for such purpose.

11.9.1 Each staff engaged by the Firm shall wear the uniform meant for them according to season or as per the instructions of the designated officers. The uniform should be neat & clean and well ironed. It shall be responsibility of tendering firm to provide sufficient number of uniforms to the personnel deployed at its own cost.

11.9.2 Every staff engaged by the Firm shall wear an identity card bearing his/her name, designation / service category and Company's Name while on duty. The said ID shall be provided and maintained by the Firm at its own cost.

11.10 Provision and use of cleaning material

11.10.1 All the cleaning material to be used for maintenance of cleanliness of the area specified in the Tender Document has to be provided by the Contractor as per list provided at Annexure-E(1). All the cleaning material to be provided / utilized should be of ISI/standard brand to maintain the building areas spotlessly neat and clean, which can always be cross checked by the officers designated by the UPSC.

Important Note: The quantity of cleaning material provided in the Annexure E(1) is indicative & in case of more no. of visitors/guest to the UPSC, the requirement of cleaning materials may increase upto 10% and the same should be provided by the bidder without any additional cost to UPSC.

11.10.2 All the Tools and cleaning equipments are to be provided by the agency as per list provided at **Annexure-E(2)**. All the cleaning equipments must be provided within 15 days from the date of issue of Purchase Order/Work Order.

11.11 The contractor will arrange its own vacuum cleaning machine, scrubbing and polishing machine and tools for cleaning. No additional amount towards maintenance or repair of vacuum cleaning machine or scrubbing machine or any tools for cleaning shall be paid by this office.

11.12 The firm shall provide active urinal screen mats and urinal deodorizer blocks for placing them in every urinal as per requirement.

11.13 The tendering firm shall provide Caddie Trolley of suitable size to its personnel for executing the task of replenishing toiletries, changing of bed sheets/covers/linens, towels, curtains etc. and restocking of tea bags, sugar, milk, etc. in every rooms of Guest House/Advisers Suites.

11.14 All toilets shall be provided with functional "de-odourising" materials of reputed brand & specifications, so as to prevent foul smell emanating out of toilets. Such perfume generating material like 'Odonil' shall always be placed at least in one corner of toilets

attached with rooms in Advisers Suites/ Guest House and at least in two corners of the toilets of common area.

11.15The Contractor shall make arrangements to refill the sanitary cubes and other consumable like liquid soap etc. for hand wash in all the toilets under the contract on day to day basis.

11.16The bidder shall ensure that the requisite minimum number of personnel for providing Hospitality and Housekeeping services notified in this tender enquiry/NIT in accordance with Schedule of Requirement (SoR) as mentioned in ANNEXURE-A are met and further the bidder shall maintain the register for monitoring the punctuality of his personnel. The availability of services/requisite manpower will be monitored by the concerned officer i.e. Housekeeper/In-charge of Adviser's Suite and General Manger/In-charge of canteen. **For this purpose, the bidder will provide details of one suitable authorized officer (Customer Relation Manager) based in Delhi NCR for dealing with matters pertaining to this contract in addition to the Supervisor deployed on working site.**

11.17A complete list of the personnel deployed by the Firm / Vendor for providing services shall be furnished by the Firm / Vendor to this office along with the complete address and other antecedents of the deployed personnel. A copy of Aadhar Card of each personnel must also be submitted. The Firm / Vendor shall deploy only those personnel whose character and antecedents have been verified by the Delhi Police Authority and the Firm / Vendor should give a certificate to that effect to this office.

11.18The Firm shall not employ any person who is below eighteen years of age.

11.19 Attendance: - The attendance of the deployed Housekeeping and Hospitality staff will be marked in a attendance Register maintained by the Supervisor. It may be checked and cross verified by Officers/Staff designated by this Office.

11.20 INVENTORY MANAGEMENT FOR CLEANING MATERIALS: The bidder shall deposit required inventory of cleaning materials and tools (refer to Annexure E(1))with the designated Official / Store of UPSC every month. The materials shall be issued to the Supervisor of the successful bidder on weekly basis and as and when required. In the beginning of contract, the successful firm must submit the inventory of cleaning materials and tools within 15 days from the date of issue of Purchase Order/Work Order. The inventory of cleaning materials

for every upcoming month must be deposited by the last week of the preceding month.

11.21 WASTE DISPOSAL MANAGEMENT

11.21.1 The firm / vendor shall provide two types of dustbin (Blue & Green) as indicated in the material list (Annexure E(1)) for designated spots of Advisers Suites. In addition to these dustbins, the contractor shall also provide waste disposable bags for these dustbins at various locations in the Advisers Suites. The dustbins for the rooms in Advisers Suites have already been provided by the UPSC. However the garbage bags for these dustbins have to be supplied and replaced by the firm / vendor as per requirement.

11.21.2 The firm / vendor will ensure collection, mechanized screening/ segregation of dry and wet garbage in the earmarked area to the nearest Corporation bin outside the Commission.

11.21.3 Suitable sized trolleys or Garbage Cart have to be used by the firm / vendor to carry the accumulated waste/garbage from the UPSC to the nearest Corporation bin outside the Commission. The arrangement of the trolleys have to be made by the Firm / Vendor himself and the cost of the maintenance of the same shall also be borne by the firm / vendor.

12. PAYMENT TERMS:

12.1 No advance payment will be made. Payment of monthly bills shall be made on post service basis.

12.2 Payments for providing man-shift services will be made on monthly basis. Payment for administrative charges, providing equipments and materials shall also be done on monthly basis on pro-rata basis. Bills shall be submitted at the end of each month (in triplicate) after completion of work for one month.

12.3 The firm / bidder is required to submit separate ECR (Electronic Challan Receipt) and e-challan pertaining to Salary, EPF and ESI deposits in respect of personnel deployed in Office of UPSC. Further, copy of salary/wages register signed by employees indicating P.F. Account number should also be submitted.

- 12.4** Bills shall be considered for payment on the basis of satisfactory performance certificates/reports of designated officer(s) supervising the work of the firm on behalf of the office of UPSC.
- 12.5** Bills shall be settled on the basis of a report from designated Official of UPSC certifying that all the required cleaning material and equipments have been deposited with UPSC.
- 12.6** The payment will be made on the basis of rate including all taxes/Govt. levies quoted by the successful firm (lowest bidder). The firm shall be required to produce relevant Govt. orders in order to claim revision in rate of taxes quoted in the tender enquiry/NIT.
- 12.7** Payment of the bills after deduction of penalty, if any, will be made within 45 days from the date of submission of the bills complete in all respect.
- 12.8** Bills which are complete in all respect shall be considered for payment only after submission of a Certificate that all the statutory rules and regulations have been complied with in the month for which bill have been presented for payments.
- 12.9** Taxes will be deducted at source from the bill submitted by the Firm as applicable.
- 13. INDEMNITY:** The contractor shall indemnify and keep indemnified the Commission against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of applicable Labour Laws such as, Factory Act, Explosive Act, Workmen compensation Act, Works contract, Minimum Wages Act etc. and shall keep the Commission indemnified against all penalties and liabilities of any kind of breach of any such statute ordinance or law / regulations or Bylaws.

14. PENALTY CLAUSE

It should be clearly understood that in the event of delay in service i.e. personnel not being deployed as per the time scheduled laid down by the UPSC, the performance security is liable to be forfeited. **The damages/penalties for absence and unavailability will be as detailed below, if any which** may be imposed during execution of contract.

14.1 Without Uniform/ Dirty Uniform/No ID card- Rs 100/- per man-shift.

14.2 Late reporting

- Up to 60 min - Rs 100/-
- Up to 2 Hrs - Rs 200/-
- More than 2 Hrs.- as per the table given below

Sr. No.	Services	Penalty (Per shift)
1.	Cooking	Deducted amount shall be equal to rate quoted for per man shift in Financial Bid
2.	Bearer	
3.	Washing	
4.	Bellhop	
5.	Housekeeping	
6.	Supervisory	

14.3 In case the services are found deficient on any one particular day in a month, a penalty of 0.25% of the monthly contract amount for unsatisfactory service will be levied.

14.4 In case Services are found deficient for 2 to 4 days in a month, a penalty of 0.50% of the monthly contract amount will be levied for each deficient day. If deficiency found is for more than 4 day and up to 7 days a penalty of 1% of the monthly contract amount will be levied for each deficient day. If deficiency found is for more than 7 day and up to 10 days, a penalty of 2% of the monthly contract amount will be levied for each deficient day.

14.5 If unsatisfactory performance continues for more than a period of 10 days, the UPSC reserves the right to terminate the contract without any further notice. In such event the Security Deposit of the Contractor shall also be liable to be forfeited. Further, UPSC may debar the firm from doing business with this office in future or for specific period & also circulate the same to the other Government Ministries/Department/Bodies or GeM (Government e-Marketplace).

14.6 Late submission of Cleaning materials and equipments:

Sr. No.	Delay	Penalty (Per day)
1.	Upto 02 days	Rs.500/- per day
2.	Upto 04 days	Rs.750/- per day
3.	Upto 07 days	Rs.1000/- per day

14.6.1 In case the successful firm fails to supply cleaning materials as per specified quality & quantity, a penalty at the rate of MRP (Maximum Retail Price) of those particular short supply items will be deducted.

14.6.2 In case the Firm / Vendor fails to deposit the cleaning materials, tools and equipments even after delay of 07 (Seven) days (refer to table given at para 14.6 above), the UPSC reserves the right to terminate the contract without any further notice. In such event the Security Deposit of the Contractor shall also be liable to be forfeited. Further, UPSC may debar the firm from doing business with this office in future or for specific period & also circulate the same to the other Government Ministries/Department/Bodies or GeM (Government e-Marketplace).

15. DAMAGE CLAUSE

15.1. The Firm shall be held fully responsible for any damage caused to the property of the UPSC during Housekeeping and Hospitality related work and this Office will deduct suitable amount from the bills payable to the firm. Such amount may also be recovered from the Performance security submitted by the firm.

15.2 Liquidity Damage: Bidder has to execute the work strictly as per scope of work in accordance with the terms and conditions of the tender failing which UPSC without prejudice to any other right or remedy available may recover any such amount suffered as loss from the vendor as ascertained/assessed by this office as liquidated damages, and not by way of penalty to be imposed separately, at the rate of 1% per day of delay in supply subject to a maximum of 10% of the total contract value. If any loss or delay has been caused due to any reasons beyond the control of any of the parties (Force Majeure), the Secretary, UPSC shall have the sole discretion to waive off such loss or penalty as he deems fit. The Vendor shall explain in writing the reasons, which caused such delay or loss within 10 days from the

date of delay or incurrence of such loss. For any delay beyond ten days, the UPSC shall be at liberty to get the work done from any other Agency and also forfeit the Performance Security of the vendor and take other actions as deemed fit by the Secretary, UPSC.

16. FORCE MAJEURE

The firm shall not be responsible for any failure to perform due to causes beyond its reasonable control including, but not limited to acts of God, war, riots, embargoes, strikes, lockouts, act of any Government authority, delay in obtaining licenses or rejection of applications, accidents and disruption of operation arising from causes not attributable to any mollified acts of firm, fire or flood.

17. RISK PURCHASE CLAUSE:

If the firm after submission of bid and due acceptance of the same i.e. after issuing of Contract Award Letter/Work Order fails to abide by the terms and conditions of the bid document/NIT, or fails to execute the work as per prescribed schedule given or at any time repudiates the contract then the UPSC will have the right to forfeit the EMD, forfeit the performance security deposited by the firm and get the work done from other firm at the risk and consequence of the firm. The cost difference between the alternative arrangement and firms' bid value will be recovered from the firm along with other incidental charges. In case the cost of obtaining the materials/services through alternative arrangement is lower, no benefit on this account would be passed on to the defaulting firm.

18. DISPUTE RESOLUTION

Any dispute, difference, controversy or claim arising between the Parties out of or in relation to or in connection with Work Order/Contract/NIT, or the breach, termination, effect, validity, interpretation or application of Work Order/Contract/NIT or as to their rights, duties or liabilities hereunder, shall be addressed for mutual resolution by the authorized official of the parties. If, for any reason, such Dispute cannot be resolved amicably by the Parties, the same shall be referred to the sole arbitration of the Secretary of the Union Public Service Commission or any other person appointed by him as Sole Arbitrator. The provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications on re-enactment thereof as in force will be applicable to the arbitration proceedings. The decision of the Arbitrator shall be final and binding on both the

parties. The venue of Arbitration shall be in Delhi and language of arbitration shall be English or Hindi.

19. JURISDICTION

Subject to the arbitration herein provided, any suit or proceedings to enforce the right of either of the parties hereto the contract shall be instituted in and tried only by the courts in Delhi and by no other court and both the parties hereto hereby expressly agree to submit to the jurisdiction of such court.

20. TERMINATION OF CONTRACT

20.1 Union Public Service Commission (UPSC) without prejudice to any other remedy, reserves the right to terminate the contract by giving notice in writing in case Firm fails to discharge its obligation as per terms and conditions of this NIT without sufficient grounds or is found guilty of negligence, carelessness or found guilty of inefficiency, fraud, mischief and misappropriation or any other type of misconduct by firm or by its staff or agent. In such scenario, UPSC reserves the right to forfeit EMD, Performance Security and payments due to the Firm. Further, the firm / bidder is liable to be banned / blacklisted from participating in UPSC tenders in future.

20.2 Union Public Service Commission (UPSC) reserves the right to terminate the contract in whole or in part without assigning any reason by giving a prior notice of 30 days.

21. OTHER CONDITIONS OF CONTRACT

21.1 The successful bidding firm shall not transfer the work/contract to any other person or firm in any manner. The firm shall not be permitted to sub-contract the work to any other person/firm/agency.

21.2 **The services may be required round the clock in the Adviser's Suites and in shift duties of day and night depending on the actual requirements from time to time. The staff should be present throughout the working hours i.e. before breakfast timings till completion of dinner for whole week at Adviser's Suite and for Departmental Canteens to attend the immediate need on day to day basis as per requirement for Housekeeping and Hospitality services. On Sunday/Holiday, as per**

requirements services should also be provided by Firm/supplier on day of UPSC Exam or for some other official activity/function/workshop in the Commission.

- 21.3** During the contract period Hospitality and Housekeeping service may be increased/ decreased up to 25% of the contract value.
- 21.4** Any person deployed by the bidder to provide services shall invariably report daily to the concerned Officer as designated by UPSC i.e. Estate Manager & Meeting Officer (EM&MO)/General Manager/ Housekeeper (Guest House/Advisers Sutes' Caretaker) to take directions for providing services as per requirement. The workers of the bidder shall comply with the directions of the designated officers. However, there shall be no master and servant relationship between the manpower deployed by the bidder and UPSC. It shall be the bidder's responsibility to deal with them and settle their wages, salaries, other benefits etc. In no circumstances any manpower deployed by the bidder will be deemed as an employee of UPSC.
- 21.5** On certain occasions, the actual requirement of the Commission for number of man-shift may vary. As and when any extra work is to be carried out, the Contractor shall plan to increase the number of staffs on pro rata basis.
- 21.6** The Firm shall be required to remove any person deployed by it in UPSC, who in the opinion of this office misconducts himself or is incompetent or negligent in the proper performance of his/her duties or infirm and invalid or indulge in unlawful activities or any other such activities. Such person shall not be deployed again in UPSC without taking necessary permission of this Office.
- 21.7** The office of UPSC shall not be responsible financially or otherwise for any injury to the personnel deployed by the firm in the course of performing the Housekeeping and Hospitality related services in UPSC.
- 21.8** During the term of the Contract and thereafter, any disclosure party's Confidential Information received by the receiving party, under and by virtue of the Contract, shall be maintained in the strictest confidence and trust. Confidential information shall not be disclosed to a third party without the prior written consent of the disclosing party, unless such information is required to be disclosed in pursuance of the order of a competent court, tribunal or other

regulatory authority exercising valid jurisdiction, in which case the party required to make the disclosure shall promptly notify the other Party in writing of such disclosure.

- 21.9** Provided that upon the expiration, cancellation, or termination of Work Order/Contract, each party shall, upon the written request of the other party, return or destroy, to the satisfaction of the other Party, all Confidential Information, documents, manuals and other materials specified by the other Party.
- 21.10** Canvassing in connection with the tender is strictly prohibited which may disqualify the bid. Bid must be unconditional.
- 21.11** Any person who is in Government Service or an employee of the department should not be made a partner to the tender by the bidder directly or indirectly in a manner whatsoever.
- 22.** No bid shall be allowed to be withdrawn between the timeline for submission of bids and the expiration of the period of the bid validity prescribed in this NIT (**six months** from the bid submission end date). Withdrawal of bid during this period may result in the forfeiture of EMD of such bidder and the concerned firm may also be debarred from participating in tenders of UPSC for future or for a specified period as decided by Competent Authority. UPSC may also initiate action to blacklist the firm.
- 23.** UPSC reserves the right to accept or reject any or all bids without assigning any reason thereof and do not bind itself to accept the lowest bid or any specific tender. The decision of the UPSC in this regard would be final and binding.
- 24.** The Firm may enclose scanned copy of Bank details (Mandate form) along with the bid for bill payments, release of EMD and or release of performance security. The copy of bank details to be uploaded must be duly signed and stamped by authorized signatory.
- 25.** The UPSC may by notice in writing debar the firm from doing business with this office for certain period in case Firm fails to discharge its obligation under Contract without sufficient grounds or found guilty of breach of terms and condition(s) of the Work Order/Contract Award Letter/NIT, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by the firm or by its staff or agent.

26. Any bid received after the specified bid submission end time and date shall not be considered and will be summarily rejected. Bids received in language other than Hindi or English will be summarily rejected.
27. The bidder shall obtain necessary license, permit, consent, sanction, etc., as may be required or called for from / by local or any other authority for providing the services. The bidder shall comply at its own cost with all applicable laws, rules and regulations in force from time to time whether of Central or State or local Govt. as applicable to him and to this contract without any liability and responsibility to UPSC, whatsoever it may be.
28. The basic prices quoted shall remain firm during the contract period. No escalation of rates quoted will be allowed during the period of the contract except due to revision of minimum wages or taxes or revised statutory provision. In case of revision of minimum wages by Government Authorities during contract period, the successful bidder shall write to the Secretary, Union Public Service Commission with relevant documents for revision of monthly basic cost with breakup for EPF, ESI etc. and applicable GST. **Revision of wages shall be considered only on the man-shift rate / charges quoted in the price bid and not on any other component. The revised wages shall be worked out on pro-rata basis as per increase / decrease in minimum wages. In this regard, the decision of Secretary, Union Public Service Commission shall be final.**
29. The annual administrative charges to be quoted by bidders at S.No.8 of the Financial Bid (refer to Annexure D) should not be 0 (Zero). Financial bids with 'NIL' or 0 (Zero) annual administrative charges will be considered as unresponsive and will be summarily rejected.
30. Starting / ordering of the service (in part or in full) mentioned at Sr. No. 5 of Table-I of SOR (Schedule of Requirement) at Annexure A will be as per the actual requirement of the Commission. This service may be started at the time of placing the order or later at any time during the currency of contract.
31. The successful bidding firm shall be required to provide functional mobile numbers and official telephone numbers of the firm or its personnel for urgent communication. For any further information Advisers Suites, UPSC may be contacted on any working day between 1000 hrs to 1700 hrs at Tel. No. 011-23098511.

Sd/-
(C.M Kaith)
Under Secretary (General)
Union Public Service Commission
(Ph. 011-23388418)

SCHEDULE OF REQUIREMENT

(A) Tentative requirement of Man-shifts in Adviser's Suites and Departmental Canteens:

Table I: In Adviser's Suite:

S.No.	Services	Man-Shift-I (6AM- 3PM)	Man-Shift-II (3PM - 12 AM Midnight)
1	Cooking (Skilled)	00	01
2	Bearer (Semi-Skilled)	02	01
3	Washing (Unskilled)	01	01
4	Bellhop (Unskilled)	01	01
5	Housekeeping (Unskilled)	06	02
6	Total	10	06

Table II: In Departmental Canteen:

S.No	Services	Man-Shift (9AM- 6PM)
1	Cooking (Skilled)	02
2	Bearer (Semi-Skilled)	12
3	Washing (Unskilled)	02
4	Total	16

(B) Tentative requirement for Supervisors for Hospitality and Housekeeping Services in Adviser's Suites I&II & Departmental Canteen

Table III:

S.No.	Services	Man-Shift-I (8AM- 5PM)
1	Supervisory(Skilled (Graduate & above))	01

Important Note:

- a) One (1) **Man-shift** is defined as one personnel deployed for 9 Hrs including the break of half an hour.
- b) The detailed scope of work for the services asked in Sr. No. 1 to Sr. No. 5 of Table-I, Sr. No.1 to Sr. No.3 of Table-II and Sr. No. 1 of Table-III above are mentioned in clause 11 of this NIT.
- c) The above requirement is tentative for the purpose of quoting price and evaluating of the tender. The actual order will be placed as per actual requirement at the time of award of the contract. During the currency of the contract this quantity may vary depending upon the seasonal requirement of UPSC.
- d) Starting / ordering of the service (in part or in full) mentioned at Sr. No. 5 of Table-I will be as per the actual requirement of the Commission. This service may be started at the time of placing the order or later at any time during the currency of contract.

ANNEXURE-B

SUBJECT: NOTICE INVITING TENDERS FOR PROVIDING FOR HOSPITALITY AND HOUSEKEEPING RELATED SERVICES IN UPSC

TECHNICAL BID FORM

Dated: _____

Ref: Kindly refer to your Notice Inviting Tenders (NIT) bearing **F.No.1.5(1)/2019-Adv.Suites**

We, the undersigned have examined the above mentioned NIT and have understood the requirement of your office. We hereby submit all the documents as per terms and conditions of the aforesaid NIT and now offer to provide services in accordance to your demand/order and in conformity with the specifications, terms and conditions mentioned in NIT.

2. We have submitted EMD (Earnest Money Deposit) as per terms and conditions of aforesaid NIT.

3. If our bid is accepted, we undertake to provide services in accordance with aforesaid NIT (**F.No.1.5(1)/2019-Adv.Suites**). We further confirm that, if our bid is accepted, we shall provide a performance security of required amount in an acceptable form as per terms and conditions of the NIT.

4. We agree to keep our bid valid for acceptance for a period of Six months from the bid submission end date. We also accordingly confirm to abide by this bid up to the aforesaid period and this bid may be accepted any time before the expiry of the aforesaid period. We further confirm that this bid read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

5. We further understand that you are not bound to accept the lowest or any bid you may receive against your above-referred NIT.

6. We accept all terms and conditions of the aforesaid Tender Enquiry/NIT.

7. It is certified that our firm is not blacklisted by any Government establishment/Agency and no criminal case is registered/pending against the firm or its owner/partners anywhere in India.

8. We certify that the rate quoted by us for providing Hospitality and Housekeeping services to UPSC does not exceed the prevailing rates quoted by us in Government Departments or Reputed Educational Institutions or Public Sector Undertakings (PSU) or Reputed Private Sector Firms or Hotels (3 Stars or above).

9. It is certified that we have not concealed any income/wealth whatsoever and we shall be solely held responsible if found guilty of tax evasion at any point of time.

10. It is certified that none of our near / blood relative is working in the Union Public Service Commission.

11. I/We indemnify and will keep indemnified the Commission against all losses and claims for injuries and or damages to any person or property. I/We shall abide by and observe all statutory laws and regulations in matters of applicable Labour Laws such as, Factory Act, Explosive Act, Workmen compensation Act, Works contract, Minimum Wages Act etc. and shall keep the Commission indemnified against all penalties and liabilities of any kind of breach of any such statute ordinance or law / regulations or Bylaws.

.....
(Signature) (Name and designation)
Duly authorized to sign tender for and behalf of

.....
(Official Seal of the firm)

- Note:
- a) Official seal of the firm and signature of authorized signatory is to be appended on each page of the Technical Bid.
 - b) Overwriting, if any, should be countersigned by the authorized signatory.

ANNEXURE-C

SUBJECT: NOTICE INVITING TENDERS FOR PROVIDING FOR HOSPITALITY AND HOUSEKEEPING RELATED SERVICES IN UPSC

FORM FOR FURNISHING FIRM'S DETAILS
(TO BE FURNISHED WITH TECHNICAL BID PREFERABLY ON LETTER HEAD OF FIRM)

1. Name of the bidding firm : _____
(in block letters) _____
2. Registration No. of Firm : _____
3. Year of establishment of Firm: _____
3. Address of the Registered : _____
Office of the firm _____

4. Name and Designation of the : _____
Authorized Signatory _____
5. Telephone Numbers : Office _____
Residential _____
Mobile _____
6. PAN No. : _____
7. GSTIN No. : _____

.....
(Signature)

.....
(Name and designation)
Duly authorized to sign tender for and behalf of

.....
(Official Seal of the firm)

ANNEXURE-D

SUBJECT: NOTICE INVITING TENDERS FOR PROVIDING HOSPITALITY AND HOUSEKEEPING RELATED SERVICES IN UPSC

FINANCIAL BID FORM

Dated: _____

Ref: Kindly refer to your Notice Inviting Tenders (NIT) bearing **F.No.1.5(1)/2019-Adv.Suites**

Sr. No.	Basic cost for providing Housekeeping and Hospitality services as per scope of the tender and Schedule of Requirement. Rates for man-shift must be quoted on the basis of Notification/order of Government of NCT of Delhi. Prices of various services	Total Amount per day (D) (In case quoting amount for providing man-shift, the amount must include expenditure on ESI, EPF and other existing statutory provisions)	Total Amount per year [Y=D x Man-shift x 365] (Man-shift as per Schedule of Requirement)
1.	Supervisory	D1	Y1= D1 X 01 X 365
2.	Cooking per man-shift	D2	Y2= D2 X 03 X 365
3.	Bearer per man-shift	D3	Y3= D3 X 15 X 365
4.	Washing per man-shift	D4	Y4= D4 X 04 X 365
5.	Bellhop per man-shift	D5	Y5= D5 X 02 X 365
6.	Housekeeping per man-shift	D6	Y6= D6 X 08 X 365
7.	Annual charges for providing equipments and materials		
8.	Annual Administrative Charges (As per clause 29, quoted rate shall not be 0 (Zero))		
9.	Total Price {exclusive of applicable taxes}		
10.	Rate of applicable taxes in percentage on Sr. No.09		
11.	Amount of applicable taxes in Rupees on Sr. No. 09		
Total amount for Housekeeping and Hospitality Services (Grand Total of Sr.No.09 and Sr. No. 11 (in Rupees)			

.....
(Signature)

.....
(Name and designation)

Duly authorized to sign tender for and behalf of

.....
(Official Seal of the firm)

- Note: a) Official seal of the firm and signature of authorized signatory is to be appended on each page of the Technical Bid.**
- b) Overwriting, if any, should be countersigned by the authorized signatory.**

ANNEXURE-E(1)

IMPORTANT NOTE:- This is an indicative list & in case of more no. of visitors/guest to the UPSC, the requirement of the same may increase upto 10% and the same should be provided by the bidder without any additional cost to UPSC

List of cleaning material, their quantities and periodicity of supply			
Sl.No.	Description	Approx Qty.	Periodicity of Supply
1.	Liquid Floor cleaner (2 Ltr) Lizol or equivalent	15 Ltr.	Monthly
2.	Liquid Floor cleaner (2ltr)Teepol or equivalent	10 Ltr.	Monthly
3.	Phenyl White floor Cleaner (5 Ltr.) Cleanzo or equivalent	30 ltr.	Monthly
4.	Liquid Soap (200 ml) Bottle Dettol, Savlon, Fem or equivalent	50 Bottles	One time
5.	Liquid Soap (200 ml) refill Pouch Dettol ,Savlon or equivalent	70 Nos.	Monthly
6.	Cleaning powder (1k.g.) Vim, Nip, or equivalent	5 Kg	Monthly
7.	Washing powder (1kg.) Fena, Rin or equivalent	15 Kg	Monthly
8.	Nepthalene Balls (500 gm) Packet Bengal Chemical/ Trishul or equivalent	02 Kg	Monthly

Sl.No.	Description	Approx Qty.	Periodicity of Supply
9.	Urinal & Sanitary cubes (400 gm packets) Admire, Sumo or equivalent	05 Packet	Monthly
10.	250 ml bottle of Room Freshener Spray (Rose, Lemon & Lavender, Jasmine etc) - Air wick, Air roma, Godrej, Odonil or equivalent	10 Bottles	Monthly
11.	Automatic Air Freshener (freshmatic) Machine with batteries and 250ml refill packs of Rose / Lemon / Lavender fragrance	05 No.	Onetime
12.	200ml refill packs of Rose / Lemon / Lavender fragrance for the automatic Air Freshener (freshmatic) Machine	05 No.	Monthly
13.	Alkaline Batteries for Automatic Air Freshener Machine. Must be of Panasonic or equivalent brand	06 No.	Monthly
14.	50gms Air Freshener tablets of Air wick, Godrej, Odonil or equivalent brand	45 No.	Monthly
15.	10 gm Air freshener Pocket Godrej-Aer, Air Wick or equivalent	45 No.	Monthly
16.	Toilet cleaner (1Ltr.) Harpic, Domex or equivalent	16 Ltr	Monthly
17.	200 ml Insect Spray bottles for Cockroaches; Mortein, Hit or equivalent	05 Bottle	Monthly

Sl.No.	Description	Approx Qty.	Periodicity of Supply
18.	200 ml Insect Spray bottles for Flies/ Mosquitoes; Mortein, Hit or equivalent	05 Bottle	Monthly
19.	Cotton Fabric duster for floor mopping (24”X24”)	30 Pcs	Monthly
20.	Cotton fabric duster for hand dusting (20”X20”)	25 Pcs	Monthly
21.	Yellow Soft duster for wiping Electronic and Electrical appliances. (42cm X 37cm)	12 Pcs.	Monthly
22.	Bleaching Powder	02 Kgs	Monthly
23.	Phool Jhaadu (26 inch)	06 No.	Monthly
24.	250 ml Metal Polish; Brasso or equivalent	02 No.	Quarterly
25.	Wooden floor wax polish	500gms	Monthly
26.	Nylon Utensil/Dish Scrubber (Round)	10 Pcs	Monthly
27.	15 gms Small Soap (Cake) Medimix or equivalent.	200 Pcs	Monthly
28.	Toilet paper Rolls (2 Ply) Daffodil, Paseo or equivalent	60 Pcs	Monthly
29.	Napkins Box (Box of 100 Pulls, 200 sheets) Daffodil-Gold or equivalent	110 Pkt.	Monthly
30.	Liquid Glass cleaner (500 ml) Colin or equivalent	500ml X 06 Bottle = 03 Ltr.	Quarterly
31.	Liquid Glass cleaner Refill for item no 31 Colin or equivalent (1000mL)	06 Bottles (06 Ltr.)	Monthly

Sl.No.	Description	Approx Qty.	Periodicity of Supply
32.	Garbage bag Big (43cmX48 cm)	40 Kg	Monthly
33.	Garbage bag Medium(20cmX26 cm)	30 Kg	Monthly
34.	Garbage bag Small (17cmX23cm)	30 Kg	Monthly
35.	Mosquito Repellant Machine for Liquid Good Knight/ Mortein/ All Out or equivalent along with the initial Refill	40 Pcs	One time
36.	Mosquito repellant Liquid Refill (35ml); Good Knight / Mortein / All Out or equivalent brand	40 Pcs	Monthly
37.	50 gms packet/bottle In cistern toilet cleaner (flushmatic); Harpic or equivalent	07 No.	Monthly
38.	50gms Blocked drain cleaner; Drainex or equivalent	02 no.	Monthly
39.	Brush Toilet cleaning	10 Pcs	Quarterly
40.	Tile Brush	10 Pcs	Quarterly
41.	Cobweb Brush	03 Pcs	Quarterly
42.	Feather Brush dusting	04 Nos	Quarterly
43.	Dust Controller (Base 24 inch)	05 No.	Monthly
44.	Broom Stick Bamboo (17.24 inch)	06 Pcs	Quarterly
45.	Plastic Dustbin big (60 Ltr.) with lid. Blue and green color of Cello, Neelkamal or equivalent	05 Blue; 05 Green	One time

Sl.No.	Description	Approx Qty.	Periodicity of Supply
46.	Plastic bucket (20 Ltr.) Vijay Plastic or equivalent	24 Pcs.	Half yearly
47.	Plastic dust pan Polyset, Cello or equivalent	08 Pcs.	Half Yearly
48.	Plastic mug (1 ltr.)	24 Pcs.	Quarterly
49.	Hand Gloves	04 Pcs.	Monthly
50.	Taski R-9 Bathroom Cleaning chemical or equivalent (5 Ltr.)	02 Bottle	Monthly
51.	Urinal green bacteria pad	04 Pcs	Monthly
52.	05 Ltr stainless steel polish; Suma inox D-7 or equivalent	01 Bottle	One time
53.	Wiper with Rod (Big)	10 Pcs	Quarterly
54.	Wiper with Rod (Small)	80 Pcs	One time

ANNEXURE-E(2)

List of Tools and sweeping /cleaning Equipment to be provided by the agency in the UPSC		
S.N.	Name of Equipment	Qty.
1	Garbage Cart or Suitable sized trolley	01
2	Industrial vacuum cleaners (wet & dry)	01
3	Heavy duty scrubbing machine;	01
4	Heavy duty polishing machine with pads	01
5	Glass Cleaner (Telescope road)	01
6	Water squeeze	02
7	Aluminum make Big size ladder (2 Leged foldable)	01
8	Wringer Trolley Double Bucket – 20-25 ltr	03
9	Caution board for cleaning purpose	05
10	Feather brush for dusting	05

CHECK LIST**Name & address of firm** _____**Telephone/ Mob. Nos.** _____Name of the authorized
Signatory _____

Sl. No.	Particulars of check list	Tick appropriately	Page No.
1.	Whether EMD Enclosed	Yes/No	
2.	Copy of documentary evidence if the bidding firm is exempted from submission of EMD.	Yes/No	
3.	Copy of GSTIN Registration Certificate of the firm attached	Yes/No	
4.	Copy of PAN card attached	Yes/No	
5.	Copy of latest Income Tax Return of the Firm for the last three consecutive Assessment years i.e. ITR for 2019-20, 2018-19 and 2017-18	Yes/No	
6.	Copies of audited balance sheet and profit and loss statement of the firm for three consecutive years – 2017-18, 2016-17 and 2015-16.	Yes/No	
7.	Copy of Average Annual turnover of the firm indicating inter-alia their net profit/loss during the last three financial year's i.e. from 2015-16 to 2017-18 duly certified by their Chartered Accountant	Yes/No	

Sl. No.	Particulars of check list	Tick appropriately	Page No.
8.	Copies of documentary proofs that the bidding firm has experience in providing Housekeeping and Hospitality services in Government Departments or Educational Institutions or Public Sector Undertakings (PSU) or Private Sector Firms or Hotels (3 Stars or above). The firm must submit legible copies of purchase order / work order and successful work completion certificate as per clause 6.6.1.	Yes/No	
9.	Registration Certificate (under Registrar of Companies (R.O.C) or Registrar of Firm or Shops & Establishment Act/Rules)	Yes/No	
10.	Duly filled (wherever required) Annexure A to Annexure E(2) and signed & stamped.	Yes / No	
11.	Copy of NIT document duly signed and stamped by authorized signatory of the bidding Firm on each page.	Yes / No	
12.	Copies of documentary proof establishing that the bidding firm is based in Delhi/NCR or has a Branch Office in Delhi/NCR	Yes / No	

(Authorized Signatory)
Name & Address of firm/bidder
With rubber Seal / Stamp

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.