

GOVERNMENT OF INDIA
National Museum of Natural History
(Ministry of Environment Forest & Climate Change)

4th Floor, Block 3,
CGO Complex, Lodhi Road,
New Delhi-110003

No. 01(06)/2019-20/NMNH/Admn

Dated : 28th October 2019.

NOTICE INVITING TENDER

E-tenders are invited from the reputed/registered agencies for providing housekeeping Services on contractual basis in the National Museum of Natural History, New Delhi.

The offers, in the prescribed format, shall be submitted online at <https://moefcc.euniwizard.com/> as per the tender documents. No tender will be accepted in fax, e-mails or any other means. The intending bidders must be registered with e-Procurement <https://moefcc.euniwizard.com/> . The tender documents is also available on website <https://moefcc.euniwizard.com/> and CPP Portal <https://eprocure.gov.in/epublis/app>.

Last date for submitting of tender: 25.11.2019 upto 2.00 PM

Opening time & date: 25.11.2019 at 3.00 PM

Technical Bids: 3.00 PM on the same day i.e. 25.11.2019

Financial Bids: 4.00 PM on the same day i.e. 25.11.2019

Yours faithfully,

(Dr. Shakti Kumar Singh)
Scientist C/Head of Office

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-Procurement Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal. More information useful for submitting online bids on the e-Procurement portal may be obtained at: <https://moefcc.euniwizard.com/>

REGISTRATION

1. Bidders are required to enroll on the e-Procurement Portal (URL: <https://moefcc.euniwizard.com/>) with clicking on the link “Online bidder Registration” on the e-tender Portal by paying the Registration fee of Rs. 2360/- per year charge.
2. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile number as part of the registration process. These would be used for any communication with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption 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.
7. **The scanned copies of all original documents should be uploaded on portal.**
8. For any query contact to our helpdesk Number 011-49606060, Mr. Birendra, 9205898228, Mr. Varun- 9205898229

SEARCHING FOR TENDER DOCUMENTS

There are various search options built in the e-Procurement Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Item/work id, Title, date, etc.

Once the bidders had selected the tenders in which they are interested, bidder can pay the processing fee Rs. 3000/- + 18% GST (NOT REFUNDABLE) by net-banking / Debit/ Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fees, tenders will be moved to the respective “Register” Tab. This would enable the e-Procurement Portal to intimate the bidders through e-mail in case there is any corrigendum issued to the tender document.

Free of Cost

TENDER DOCUMENT

For

Providing of Housekeeping Services on Contractual basis

at

**NATIONAL MUSEUM OF NATURAL HISTORY
(Ministry of Environment, Forests & Climate Change)**

**Block: 3, 4th Floor, Room No. 414, CGO Complex, Lodhi Road, New Delhi-110003
Tel. 011 – 24367992, 24360576**

No. 21(17) / 2016-17/NMNH/ADMN.
National Museum of Natural History
(Ministry of Environment, Forest & Climate Change, Govt. of India)
Tel. 011 - 24367992,

TENDER RULES FOR PROVIDING THE HOUSE KEEPING SERVICES

Sealed quotations are invited by the Scientist, Head of Office , **National Museum of Natural History, New Delhi**, from experienced Indian firms for cleaning of corridors, toilets, common spaces, window panes and stairs etc. in the **National Museum of Natural history, Block 3, 4th Floor, CGO Complex, New Delhi**, on daily basis, initially for a period of two year, extendable upto one more year, subject to satisfactory performance of the services of the service provider.

1. Opening of Tender:

Received tenders will be opened at **3:00 P.M on 25.11.2019** in the presence of the authorized representatives, if any, of the bidders in this office. Tender will be opened on scheduled date and time, irrespective of the presence or absence of any representative of the firms. Request for extension of tender opening date will not be entertained.

2. Qualifying Criteria

Only firms having experience of at least two years in the relevant field of providing Housekeeping/cleaning service on outsourcing basis to Central/State Governments, Ministries / Department /Government Organizations/PSUs/ Corporate Sector etc. need apply. The tender should be accompanied with the self-attested copies of following documents.

- (i) Proof of work orders in the form of experience certificate of cleaning/housekeeping services worth the value of **Rs. 8.00 lakhs (Rupees eight lakhs only)** during the last two years, i.e., 2017-18 & current financial year. The certificate to this effect should have been issued by the officers not below the rank of Section officer.

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- (ii) Copies of valid Registration certificates of GST, and any other tax as applicable.
- (iii) Details of the firm/company in case of partnership Firm.
- (iv) Details of EPF and ESI registration.
- (v) Labor License issued by either Central Govt. or State Govt. for deployment of persons for housekeeping services.
- (vi) Registration with registrar of companies in State / Central Govt.
- (vii) Documents of ISO Certified issued, if any.
- (viii) I.T returns for the F.Y. 2017-18 & 2018-19
- (ix). Copy of PAN card.

3. Extent and scope of work:

A. Area of work: The job of cleaning of office premises at 4th floor shall include granite flooring false ceilings, toilets, WCs, wash basins, entrance areas, window glass pane, staircases, windows, panels, railings switch boards, lights & electrical fittings, notice boards & paintings etc.

B. Scope of work

1. Dusting, sweeping and wet mopping of passage area in the fourth floor, allotted rooms and common area to be completed once daily by 8.45 AM positively.
2. Wet mopping and cleaning of passage area, all toilets, WCs, urinals and wash basins to be carried out once in every two or three hours starting from 9:00 AM on all working days.
3. Removal of waste papers / wrappers, packing materials and any other rubbish/garbage, cleaning and dusting of staircases, windows glass panes (inside) , panels, railings, switch boards, lights and electrical fitting, notice boards, name plates, paintings posters, glazed etc. located both inside the rooms and outside in corridors to be carried out once daily on all working days.

4. Stain removing by the material provided by this office from wood works/wooden wall I floor fixtures/equipment's etc. to be carried out once daily on all working days.
5. Complete scrubbing, cleaning and washing of all common areas of all floors, stairs and toilets by using cleaning materials provided by NMNH, dusting of ceilings and walls and cleaning of window glass panes of all floors from outside door knobs, name plates etc. once in a month.
6. The cleaning materials will be provided by this office such as Phenyle, Odonil. Naphthalene Balls and Liquid soap in all toilets in adequate spraying of room freshener in sections/ room common areas.
7. Thorough cleaning, dusting of book, shelf and racks of RMNH library.
Note: Working days for the cleaning purpose means Monday to Friday, excluding National and Gazetted holiday.

4.Terms and conditions of cleaning work

1. The contractor shall deploy minimum 02 Nos of workers for providing of housekeeping services as mentioned in para 3 above.
2. The contractor, his manager should have duly activated cell phones, and their numbers must be made available to the office/ Caretaker to facilitate him contact the service providers, whenever required.
3. NMNH shall provide the cleaning material/machine/equipment for the cleaning work. However, contractor can use water from toilets for washing/cleaning work.
4. This office will provide requisite number of dustbin/bags in all rooms, corridors, landings of staircases near toilets and other places where ever required. The dustbins/ bags shall be emptied as per the agreed cleaning schedule every day.
5. The H.O. or any other officer nominated by him/her shall have the liberty to inspect any time the cleaning work and if it is not found up to the mark, then penalty may be imposed on the firm/agency.
6. Cost of any damage done to the tiles/wooden floors, wooden walls, false ceiling, wooden fitting fixtures/ furniture, any other surface, equipment, machines, material, toilet /sanitary fittings,

electrical fittings, lights, switches and boards etc. or any government property within the premises of the buildings due to mishandling by the employees deployed by the contractor shall be borne by the contractor and shall repair/replace the damaged part/portion immediately. In case the contractor fails to make good the loss to the satisfaction of the H.O. MMNH, shall, at its discretion, deduct such amount from the bills of the contractor as it may decide sufficient to make good the loss. No appeal for review/write off the loss shall be entertained.

7. The contractor shall maintain a room-wise log book and obtain dated signature of the section-in-charge/officer/official who occupy the room or his/her personal staff after completion of the day's cleaning work of that room. Remark shall also be obtained from them in the log book about the service rendered by them. The log book shall be inspected by Scientist (on charge of H.O.)/ Caretaker periodically.
8. Attendance report of all the staff deployed by the contractor shall be given to the HO/ caretaker every day or put the signature of their deployed staff in the attendance register maintained by this office.
9. All statutory requirements regarding employment including payment of minimum wages and other statutory benefits such as ESI, PF, etc to the employees shall be strictly complied with. Any default and consequences shall be the liability of the contractor.
10. During the contract period, in case, minimum wages is revised by the Local Government (Delhi Govt.) subsequently this office will pay the payment of revised rate of minimum wages, ESI, EPF, service charges and GST/CST to the agency. To this effect, the firm/agency will submit the request in wiring and enclose with the requisite order of Delhi Govt. about revising of minimum wages.
11. The employees of the Contractor shall not cause any hindrance to the functioning of Sections/ offices while cleaning the premise.
12. The contractor shall be responsible for character and antecedents of the employees deployed by him in the NMNH, New Delhi. Cost of any item, if it is proved to have been stolen by any of his employees, shall be deducted from the monthly bill of the contractor
13. The contractor shall issue photo identity cards to all the employees deployed for work at NMNH, New Delhi. NMNH shall get the temporary entry passes to CGO complex issued from the security agencies after their names with verified photo identification are issued to them by the contractor.

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14. The contractor shall provide proper uniform his employees engaged for cleaning work.

5. **Submission of tenders**

E- tenders are required to be submitted/uploaded online at <https://moefcc.euniwizard.com> along with the following documents latest by 2.00 **PM** on 25.11.2019. Request for extension of last date for submission of tenders will not be considered.

- a. Proof of execution of work orders of cleaning/housekeeping worth Rs. 8.00 lacs (Rupees eight lakhs) during the last two years, though the experience certificates issued by the officer of any Govt. Organization, Undertaking, Private office etc.
 - b. Copies of valid Registration certificates of GST, and any other tax as applicable.
 - c. Details of the firm/company in case of partnership Firm.
 - d. Details of EPF and ESI registration.
 - e. Labour License issued by either Central Govt. or State Govt. for deployment of persons for housekeeping services.
 - f. Registration with registrar of companies in State Govt. / Govt. of India
 - g. Copies of ISO certified documents, if any.
 - h. I.T returns for 2017-18 & 2018-19.
 - i. Banker certificate regarding credit worthiness.
 - j. Copy of PAN card.
- Note:** The bidder should put his/her dated signature on every page of the bid document as a token of having read and understood the terms and conditions of the tender.
- k. If a firm quotes 'Nil' charges/consideration, the bid shall be treated as unresponsive and will summarily be rejected.
 - l. Unsealed/unsigned tenders shall not be considered for evaluation. Tenders without EMD shall be summarily rejected. The tenders with erasing and or overwriting shall be summarily rejected.
 - m. Late/delayed tenders due to any reason/s will not be accepted under any circumstances.
 - n. The submission of tender alone will not place this office under any obligation to empanel you and no expenses by you in this regard will be payable by NMNH.
 - o. The rate should be mentioned in figures as well as in words inclusive of taxes and levies in the financial bid document

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attached as Annexure-I. Financial bids submitted in any other format will not be accepted.

6. Performance Guarantee

The successful bidder will be required to furnish a bank guarantee / Fixed Deposit Receipt (FDR) in the name of Pay & Accounts Officer, Ministry of Environment, Forest and Climate Change, New Delhi, equivalent to 1/12th of the total value of the contract (total amount payable for 12 months) as a Performance Guarantee, before starting the work under the contract. The performance Security deposit will remain with NMNH, New Delhi as long as the contract is in force and will remain valid for a period of Sixty (60) days, beyond the date of completion of all contractual obligations. The Security amount is liable to be forfeited fully or partly, in case of breach of any of the conditions mentioned in the contract agreement. The Performance Security deposit is refundable on successful completion of the contract. Format of the bank Guarantee is given at Annexure-IV.

7 Evaluation

Tender shall be evaluated on the basis of quoted rates only in respect of bidders who fulfill the conditions stipulated in Para 2 & 5 above and submit documents as specified at para 2 (i) to (ix) above. Bids without the documents specified in para 2 (i) to (ix) shall be treated as non-responsive. The bid shall remain valid for 180 days after the date of opening of bids. A bid valid for a shorter period shall be rejected as non-responsive.

8 Signing of mutual agreement

Signing shall construe award of contract (Format of agreement enclosed at Annexure-III)

9. Validity of the contract

In normal circumstances, the period of contract shall initially be for a period of two year extendable up to one more year subject to satisfactory performance of the contract.

10. Director, NMNH, New Delhi reserves the right to terminate the contract by giving 30 days' notice and without assigning any reason thereof.

11. Payment

The bills in triplicate, for the services rendered on the basis of rates will have to be submitted in favour of Director, NMNH for effecting payment together with the certificate of satisfactory performance duly signed by user officers,

Sections in the log book maintain by the contractor. No. advance payment shall be made for the services.

- a. The payment will be released through ECS and income tax and other taxes, if any, shall be deducted against bills submitted.
- b. The job carried out shall be to the satisfaction of the Director NMNH, failing which deductions @ 10% of the total bill shall be deducted, depending upon the severity of negligence, NMNH reserves the right to blacklist the agency for a suitable period or from further participation on any of NMNH's contracts. The decision of Director NMNH shall be final in this regard.

12. Prices

Rates shall remain fixed and valid during the period of contract, in case, minimum wages is revised by the Local Government (Delhi Govt.) during the contract period subsequently this office will pay the payment of revised rate of minimum wages, ESI, EPF, service charges and service tax to the agency. The firm/agency will submit the request in writing and enclose with the requisite order of Delhi Govt. about revising of minimum wages.

13. Arbitration

In the event of any question, dispute of different arising under the agreement or in connection there with (except as to the matters, the decision to which is specifically provided under this agreement), the same shall be referred to sole arbitration of Director, National Museum of Natural History (NMNH) (Ministry of Environment and forests) or any other person appointed by him. In case his designation is changed or his office is abolished then in such case to the sole arbitration of the officer for the time being entrusted whether in addition to the function of the Director or by whatever designation such officers may be called (is originally referred to vacates for any reason whatsoever, the Director hereinafter referred to as the said officer). In the event of such Arbitrator to whom the matter is originally referred to vacates his office on resignation or otherwise or

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refuses to do work or neglecting his work or being unable to act as Arbitrator for any reasons whatsoever, the Director, National Museum of Natural History (Ministry of Environment Forest & Climate Change)shall appoint another person to act as Arbitrator in the place of outgoing Arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by the predecessor and that the award of the arbitrator shall be final and binding on both the parties. Contractor will have no objection in any such appointment that arbitrators so appointed is an employee of NMNH (Ministry of Environment Forest & Climate Change) or a Government servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as a NMNH employee he has expressed his views on all or any matter in dispute. The adjudication of such Arbitrator shall be governed by the provisions of the Arbitrator and conciliation at 1996, or any statutory modification or re-enactment of or any rules made thereof.

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 and brother's wife, sister (s) and sister's husband (brother in law).

14.Contract person: In case the tenderness desire to have any clarification regarding the terms and conditions of the bid document or any interpretation thereof, they are advised to contract Administrative Officer on telephone no. 011-24367992 between 15.00 hrs and 17.50 hrs on all working days.

Yours faithfully,

(Dr. Shakti Kumar Singh)
Scientist C & Head of Office

ANNEXURE-I**FINANCIAL BID**

Sl. No	PARTICULARS	AMOUNT (in figure as well as in words)
1..	Basis wages per person For unskilled labour as per Delhi Govt. Notification.	
2.	EPF Contribution @ Per person (Employer's contribution)	
3	ESI contribution @ Per person	
4.	TOTAL	
5.	Service charge @.....%	
6.	GST/CST @.....%	
7.	Total amount quoted for the whole work per month(1+2+3+5+6)	
8.	No. of persons to be employed for the work	
9	Grand total	

Note: In case, minimum wages is revised by the Local Government (Delhi Govt.) during the contract period subsequently this office will pay the payment of revised rate of minimum wages, ESI,EPF, service charges and GST/CST to the agency. The firm/agency will submit the request in wiring and enclose with the requisite order of Delhi Govt. about revising of minimum wages.

Signature

Name & Designation

Seal

ANNEXURE- II

CERTIFICATE

I.....S/o.....hereby certify that none of my relatives (s) as defined in the tender document are employed in NMNH as per details given in tender document. In case at any stage, it is found that the information given by me is false/ incorrect, NMNH NEW DELHI shall have the absolute right to take any action as deemed fit/without any prior intimation to me.

Signed

Name (Bold)

Position

Date.....

(To be executed on Bond paper of rupees one Hundred)
Agreement

AGREEMENT FOR ACTING AS CONTRACTOR FOR cleaning work at National Museum of Natural History (Ministry of Environment, Forest & Climate Change), New Delhi.

Contract Agreement No. dated..... an agreement for cleaning work at National Museum of Natural History (Ministry of Environment Forest & Climate Change), (hereinafter called the contract) is made this Day of Between M/s..... having it's office situated at.....through Mr..... (Hereinafter called the contractor), which terms shall unless excluded by or repugnant to the subject or context, include its successors and permitted assignees of the one part.

And the National Museum of Natural History (Ministry of Environment Forest & Climate Change), (hereinafter called the company which term shall unless excluded by or repugnant to the subject or context, include its successors and assignees) on the other part for the purpose of cleaning work at National Museum of Natural History (Ministry of Environment Forest & Climate Change), New Delhi, at the rates quoted and accepted under the terms and conditions specified in the tender document and its Annexure.

Whereas, the Agency has agreed with the NMNH New Delhi for cleaning work set forth in the tender document and its annexure, which shall be treated as an integral part of this agreement. In consideration of the payment to be made by NMNH New Delhi the agency shall duly perform the said operations in the said tender document and its annexure set forth and shall execute the same with great promptness and diligence in a workman like manner to the satisfaction of NMNH New Delhi and will effect from day of 2019 up toof 2020 and will observe, fulfill and honour all the conditions herein mentioned (which shall be deemed and taken to be part of this contract as if the same had been fully set forth therein) and NMNH New Delhi hereby agrees that if the agency observe and honour the said terms and conditions of the contract, NMNH New Delhi will pay or cause to be paid to the Agency for the operations, on the completion thereof, the amount due in respect thereof at the rates specified in the schedule hereto annexed.

In witness whereof the said parties hereunto set their hands the day and year first above written.

For and on behalf of NMNH

Agency

Witness

- 1.
- 2.

PERFORMANCE SECURITY GUARANTEE (BOND FROM)

(To be furnished on non-judicial stamp paper of Rs.100/- use of stamps/any other means in lieu of non-judicial stamp paper shall lead to outright rejection of the Bid)

1. In consideration of, Head of office (hereinafter called the NMNH) having agreed to exempt(hereinafter called the said Contractor (S) from the demand under the terms and conditions of an agreement (purchase order) No.Dated. Made between andforfor the work of... (hereinafter called the said Agreement) of the security deposit for the due fulfillment by the said contractor (s) of the terms and conditions contained in the said agreement, on production of a bank guarantee for Contractor (s) do hereby undertake to pay to the NMNH, New Delhi an amount not exceedingAgainst any loss or damage caused to or suffered or would because to or suffered by NMNH by reason of any breach by the said Contractor (S) of any the terms & condition contained in the said Agreement.
3. We (Name of the bank) Do hereby, undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from RMNH stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by NMNH by reason of breach by the said Contractor (s) of any of the terms and conditions contained in the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this guarantee where the decision of NMNH, New Delhi in these counts shall be final and building on the bank. `However, our Liability under this guarantee shall be restricted to an amount not exceeding.
4. We undertake to pay to the NMNH any money so demanded notwithstanding any dispute or disputes raised by the contractor (S)/suppliers (S) in any suit or proceeding pending before any count or tribunal relating thereto our liability under this present being absolute and unequivocal: The payment so made by us under this bond shall be valid discharge of our liability for payment hereunder and the contractor (S)/supplier (S) shall have no claim against us for making such payment.
6. We(Name of the bank) Further agree, that the guarantee herd contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of RMNH, Mysore under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till NMNH certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor (S) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of two years from the date hereof, we shall be discharged from all liability under this guarantee thereafter.
7. We (Name of the bank) .Further agree, with the NMNH New Delhi that the NMNH New Delhi shall have the fullest liberty without our consent and without affecting in any obligations hereunder to vary any of the terms and conditions of the said Agreement or to postpone for any time or from time any of the powers exercisable by the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the NMNH New Delhi to postpone for any time or from time any of the powers exercisable by the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the NMNH New Delhi or any indulgence by the NMNH New Delhi to the said contractor (S) or by any such mater or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the bank or the contractor (S) /supplier(S).

7. We (name of the bank) lastly undertake not be revoke this guarantee during its currency except with the previous consent of the NMNH New Delhi in writing. Dated theday of for
(Indicate the name of the bank)