

**Agricultural and Processed Food Products Export Development Authority**

Ministry of Commerce & Industry,  
3<sup>rd</sup> & 4<sup>th</sup> Floor, NCUI Building, 3, Siri Institutional Area,  
August Kranti Marg,  
New Delhi-110016.  
Website: [www.apeda.gov.in](http://www.apeda.gov.in)

**TENDER NOTICE**

[APEDA/ADM/HK/01/2015-16]

**Housekeeping at APEDA office and A 318, Khel Gaon, New Delhi - 110016**

Sealed tenders in two bid system (TECHNICAL BID AND FINANCIAL BID) are invited, on behalf of **Agricultural and Processed Food Products Export Development Authority** [APEDA] from reputed and experienced firms in the prescribed format for **Housekeeping at APEDA Office and A 318 Khel Gaon, Asiad Games Village, New Delhi - 110016.**

Address for communication:  
Dy. General Manager (P&A),  
APEDA, 3<sup>rd</sup> & 4<sup>th</sup> floor,  
NCUI Building,  
3 Siri Institutional Area,  
August Kranti Marg,  
New Delhi. -110016

The interested agencies are required to submit tender document, technical and financial bid separately. The bids in Sealed Cover-I containing "Technical Bid" and Sealed Cover-II containing "financial Bid" should be placed in a third sealed cover super scribed "Tender for Housekeeping & Horticulture Work, at APEDA Office and should reach APEDA, New Delhi **on or before 22<sup>nd</sup> May 2015 by 5:00 PM.**

APEDA reserves the right to accept or reject any tender or all the bids/tenders without assigning any reasons.

**Dy. General Manager  
APEDA**

Form No. 1

To

M/s \_\_\_\_\_

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**Subject:- Housekeeping at APEDA's office at NCUI Building 3<sup>rd</sup> & 4<sup>th</sup> Floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg, New Delhi-110016 and A -318, Khel Gaon, Asiad Games Village, New Delhi – 110016.**

**INVITATION TO TENDER**

Sealed Tender in Duplicate are invited for providing Housekeeping at APEDA office in the prescribed format as per the tender document.

2. The details are given below:

2.1	<b>TENDER NO</b>	APEDA/ADM/HK/01/2015-16
2.2	<b>DESCRIPTION OF ITEM</b>	Housekeeping work
2.3	<b>TYPE OF TENDER</b>	Two Bid System (Technical and Financial)
2.4	<b>DATE OF SUBMISSION OF CLASSIFICATIONS BY CONTRACTOR</b>	On or before 05 <sup>th</sup> May, 2015 by 3.00PM
2.5	<b>LAST DATE &amp; TIME OF SUBMISSION OF BIDS</b>	22 <sup>nd</sup> May, 2015 up to 5. 00 PM
2.6	<b>DATE AND TIME OF OPENING OF TECHNICAL BIDS</b>	Will be intimated.
2.7	<b>DATE AND TIME OF OPENING OF FINANCIAL BIDS</b>	Will be intimated.
2.8	<b>BID VALIDITY</b>	90 days from the date of Technical Bid opening
2.9	<b>E.M.D VALIDITY</b>	90 days from the date of Technical Bid Opening
2.10	<b>E.M.D.</b>	Rs. 50,000/- (Interest free)
2.11	<b>SECURITY DEPOSIT/ PERFORMANCE BANK GUARANTEE</b>	10 % of the contract value (AFTER SELECTION)
2.12	<b>VALIDITY OF PERFORMANCE BANK GUARANTEE</b>	Till the expiry of the contract.
2.13	<b>CONTRACT DURATION</b>	12 months from the date of awarding contract.
2.14	<b>SUBMISSION OF BIDS</b>	Sealed quotations addressed to Dy. General Manager (P&A), APEDA, 3 <sup>rd</sup> & 4 <sup>th</sup> floor, NCUI Building, 3 Siri Institutional Area, August Kranti Marg , New Delhi. -110016 should be dropped in tender box placed at 3 <sup>rd</sup> floor. There would be no responsibility of APEDA for postal delay or non-delivery / non – receipt of tender documents in time.

3. Contractors should take due care to submit tenders in accordance with the requirement in sealed covers. The bids should be submitted in sealed envelope. Please super scribe the tender number and date of tender opening on sealed cover. The sealed covers containing the bid i.e. Technical and Financial (as per proforma enclosed) in separate sealed covers and super scribed the “ Technical Bid “ or “ Financial Bid”.

4. Offers sent without having the prescribed tender document or without complying terms and conditions of tender document, will be ignored.

**A. Eligibility and experience Criteria.**

Tender will be issued to only those specialized firms/ Contractors who comply with the following eligibility criteria. Tenderers shall submit documentary proof of eligibility criteria, failing which the tender will be summarily rejected.

- a) Should have satisfactorily completed 3 similar works in Central Government/ Central Autonomous Bodies/ Central PSU costing not less than Rs 10 lakhs each during the last 5 years ending March 2015.
- b) Contractor should submit work order with work completion certificate of the same work (same work shall mean “Facility Management Services comprising Mechanized/Automated Housekeeping.” The past experience documents (self certified) to be submitted may be for 05 (five) years ending 31<sup>st</sup> March, 2015.
- c) The average annual turnover of the Contractor in the last 3 financial years should be minimum of Rs 1 (one) Crore. The same should be seen in the Balance Sheet and Certified by Chartered Accountant.
- d) The Agency must be having possession of valid ISO 9001: 2008 certification as facility Management Services comprising Mechanized Housekeeping and Operation services provider.
- e) The Agency must be having valid OHSAS 18001: 1999.
- f) Agency must submit Solvency certificate from nationalized bank in the prescribed format as per Annexure provided along with the Tender Document.
- g) To show that the Contractor undertakes Mechanized Cleaning jobs on regular basis, he should own the cleaning equipments (sufficient proof to be given). The same should be seen in Balance Sheet & certified by Chartered Accountant.
- h) Contractor should enclose certified copy of registration certificate under Employee Provident Fund Act and also latest proof of the same (Challans to be attached).
- i) Tenderer should enclose certified copy of registration certificate under Employee State Insurance Act and also latest proof of the same (Challans to be attached).
- j) Latest copy of license from Labour Commissioner to employ contract labour under contract Labour Act.

- k) The tenderer would be required to provide certified copy of Income Tax PAN Card of the Tenderer.
- l) Tenderer should submit certified copy of service tax registration certificate which should be in the name of the Tenderer.
- m) Bid should be complete and covering the entire scope of job and should confirm to the General and Special conditions indicated in the bid documents. Incomplete and non- confirming bids will be rejected outright.
- n) **No Joint Venture/ consortium is allowed to participate in the tender process.**
- o) Should not have been blacklisted by any Central/ State Govt. agency.

## **B. SCOPE OF WORK**

The scope of work is at **Annexure – 1.**

## **C. INSTRUCTIONS TO BIDDER**

1. The tender is in two parts i.e. (i) Technical Bid (ii) Financial Bid shall be sealed separately in two envelopes and super-scribed as Technical Bid (Envelop No. 1) and Financial Bid (Envelop No.2) and enclosed in a larger sealed outer cover and super-scribed as **“Tender for Housekeeping work at 3<sup>rd</sup> & 4<sup>th</sup> floor, APEDA office, New Delhi and A – 318, Khel Gaon, Asiad Games Village, New Delhi - 110016 and Tender No.APEDA/ADM/HK/01/2015-16 “** The tender shall be deposited at the address mentioned at 2.14 above for all the above mentioned places.
2. The two envelopes sealed separately shall contain information as under:-
  - (a) **Technical Bid** (Envelope – 1). The first sealed envelope shall contain details of general matter pertaining to tender viz. **Earnest Money**. Details as required to qualify for eligibility and experience of the Contractor which is asked for in tender. No price shall be mentioned. If **PRICE** is mentioned in the technical bid the offer is liable to be **rejected**.
  - (b) **Financial Bid** (Envelop No. 2). The sealed envelope shall be marked as “Financial Bid” and shall contain the schedule of rates duly filled in and signed.
3. The tender shall be submitted in a sealed cover super scribing the Tender Notice Number, description of work and due date of opening on the cover without fail.
  - 3.1 Earnest Money shall be deposited in the form of DD / Pay Order / Banker Cheque issued by the Nationalized Bank/ any of the Scheduled Bank in favor of APEDA, New Delhi. Earnest money in any other form except mentioned above will not be accepted.
  - 3.2 The Bidding document is not transferrable.

#### **4 COST OF BIDDING**

The Contractor shall bear all cost associated with the preparation and submission of its bid, and APEDA will in no case is responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

#### **D. THE BID DOCUMENT**

#### **5 CONTENT OF BIDDING DOCUMENTS**

5.1 The services required, bidding procedures and contract terms are described in the bidding document. In addition to the invitation for Bids, the bidding documents include:-

Annexure – 1 Scope of Work

Annexure – 2 Financial Bid/ Price Bid format

Annexure – 3 Bid Bond Bank Guarantee Proforma

Annexure – 4 Proforma of Authorization letter for attending Tender Opening

Annexure – 5 Checklists

Annexure – 6 Proforma for Contractors past services/ ongoing Project

Annexure – 7 Work performance evaluations & monitoring

Annexure – 8 Solvency Certificate (on Bank's letter head)

5.2 The Contractor is expected to examine all instructions, forms, terms and specifications in the bid documents. Failure to finish all information required by the bidding documents will be at Contractor's risk. Tenderers not complying with tender conditions and not confirming the tender specifications will result in the rejections of its bid without seeking any clarifications.

#### **E. PREPARATION OF BIDS**

#### **6 LANGUAGES AND SIGNING OF BID**

6.1 The bid prepared by the Contractor and all correspondence and documents relating to the bid exchanged by the Contractor and the Authority shall be written in English Language, supporting documents and printed literature furnished by the Contractor may be in another language provided they are

accompanied by an accurate translation of the relevant passage in English, in which case, for purposes of interpretation of the bid, the translation shall prevail.

6.2 Bids shall be submitted in the prescribed bid proforma. The prescribed proformas duly filled in and signed should be returned intact whether quoting for any items/services or not. When items / services are not being tendered for, the corresponding space should be defaced by some such word as “**Not Quoting**”.

6.3 In the event of the space on the bid proforma being insufficient for the required purpose, additional pages may be added. Each such additional page must be numbered consecutively, showing the tender number and should be duly signed, in such cases reference to the additional page(s) must be made in the bid.

6.4 The bid proforma referred to above, if not returned or if returned but not duly filled in is liable to result in rejection of the bid.

6.5 The Contractors are advised in their own interest to ensure that all the points brought out in the checklist are complied in their bid, failing which the offer is liable to be rejected.

6.6 The bids can only be submitted in the name of the Contractor in whose name the bid documents were issued by APEDA. The bid papers, duly filled in and complete in all respects shall be submitted together with requisite information and Annexure. It shall be complete and free from ambiguity, change or interlineations.

6.7 The Contractor should indicate at the time of quoting against this tender his full postal and fax addresses.

6.8 The Contractor shall sign its bid with the exact name of the firm to whom the contract is to be issued. The bid shall be duly signed and sealed by an Executive Officer of the Firm / Contractor's organization. Each bid shall be signed by the duly authorized officer and in case of company same shall be sealed with the company seal or otherwise appropriately executed under seal.

6.9 The Contractor shall clearly indicate their legal constitutions and the person signing the bid shall state his capacity and also source of his ability to bind the Contractor.

6.10 The power of attorney or authorization or any other documents consisting of adequate proof of the ability of the signatory to bind the Contractor, shall be annexed to the bid. The Authority may reject outright any bid not supported by adequate proof of the signatory's authority.

6.11 The Contractor shall have to accept all the terms and conditions as laid down in the bidding document.

6.12 Any interlineations, erasures or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

6.13 The complete bid including the prices must be written by the Contractors in indelible ink. Bids and or prices written in pencil will be rejected.

## 9.0 CLARIFICATION IN RESPECT OF INCOMPLETE OFFERS

9.1 Prospective Contractors are advised to ensure that their bids are complete in all respects and conform to the terms conditions laid down in the tender documents. Bids not complying with tender requirements will be rejected without seeking any clarification. However, DGM (P&A), APEDA, New Delhi at his discretion may ask Contractors to confirm compliance / provide deficient documents within the specified time before opening of the Price Bid.

## 10.0 DOCUMENTS COMPRISING THE BID

### 10.1 BID

The invited bid shall be “**Double Bids System**” having Technical and Financial Bid quoted & submitted in separate, clearly marked, and sealed envelopes. Both of these bids shall than be put in a common envelop sealed & stamped super scribing on the top of the envelope, the name of the scheme, tender no. & due date. Each of these bids shall be clearly specified in bold letters as “**Technical Bid**” & “**Financial Bid**” failing which the bids shall be summarily rejected.

Only those Contractors shall qualify for Financial Bid” opening whose “Technical Bids” have been accepted & have met all the technical eligibility criterion of the tender.

All offers shall be submitted before the time and date fixed for the receipt of the offer as set forth in the tender papers. Offers received after the stipulated time and date are liable to be rejected.

The Bid so submitted shall comprise of the following.

#### a) **Technical Bid**

The Technical Bid shall consist of:

**Technical Bid (Envelop No.1):** The first sealed envelope should contain details of general matter pertaining to tender viz.

- 1) Earnest Money demand draft/pay order amounting to Rs. 50000.00
- 2) Details as required to qualify for Eligibility and experience of the Contractor which is asked in tender ( Appendix- 6).

**Financial Bid (Envelop No.2):** This sealed envelope shall be marked as “**Financial Bid**” and shall contain the schedule of Rates duly filled and signed ( Annexure - 2).

## 11.0 PRICE SCHEDULE/FORMAT

11.1 The Contractor shall complete the price format furnished in the bidding document as part of Annexure – 2 indicating the rate in Indian rupees to be quoted by the Contractor.

11.2 Bid Prices

11.2.1 Prices quoted by the Contractor shall be firm during the Contractor's performance of the contract and not subject to variation on any account.

## **12. INCOME TAX LIABILITY**

The Contractor will have to bear all Income Tax liability both corporate and personal tax/ liability of the personnel deployed by him.

## **13. PERIOD OF VALIDITY OF BIDS**

13.1 The Bid shall be valid for acceptance for the period as indicated in the "Invitation to Tender" (hereinafter referred to as validity period) and shall not be withdrawn on or after the opening of bids till the expiration of the validity period or any extension agreed thereof.

13.2 In exceptional circumstances, prior to expiry of the original bid validity period, the DGM (P&A), APEDA, New Delhi may request the Contractor for a specified extension in the period of validity. The requests and the responses shall be made in writing. The Contractor will undertake not to vary/ modify the bid during the validity period or any extension agreed thereof. Contractor agreeing to the request for extension of validity of offer shall be required to extend the validity of Bid Security correspondingly.

## **14. PERFORMANCE GUARANTEE**

14.1 The Performance Guarantee is required to protect the Authority against the risk of Contractor's conduct, which would warrant the security's forfeiture..

14.2 The bidder who is finally selected will be required to submit Performance bank guarantee of 10% of the contract value valid till expiry of the contract.

14.3 Bank Guarantee in the prescribed format as per Annexure – 3, valid till completion of the contract is required. The bank guarantee will have to be given from the Nationalized / Scheduled Bank, on non-judicial stamp paper as per stamp duty applicable at the place from where the bid has Emanated. The non - judicial stamp paper should be in the name of the issuing bank.

14.4 If the selected bidder does not comply with the terms of the contract, APEDA may forfeit the Performance Guarantee.

## **15.0 TELEX/ TELEGRAPHIC/ TELEFAX/ XEROX/PHOTOCOPY BIDS:**

15.1 Telex / Telegraphic / Tele fax / Xerox / Photocopy bids/ e-mail WILL NOT BE CONSIDERED. Only as per the mode prescribed in 10.1 (a) and (b)



## **16.0 DEADLINE FOR SUBMISSION OF BIDS**

16.1 The Bid must be received at the address specified in invitation for Bids not later than 1700 Hrs (IST) on the notified date of closing of the tender. Offers send by hands delivery should be put in the Tender Box or to the P&A Division at the specified office not later than 1700 Hrs (IST) on the specified date. All outstation tenders, if sent by post, should be sent under Registered Post and may reach at the same date.

## **17.0 LATE BIDS**

17.1 Contractors are advised in their own interest to ensure that bids shall be reached before the dosing specified date and the time of the bid.

17.2 Any bid received after dead line for submission of bid, will be rejected and returned unopened.

## **18.0 MODIFICATION AND WITHDRAWAL OF BIDS**

18.1 No bid shall be modified and withdrawn after the dead line for submission of bids.

## **19.0 OPENING OF BIDS**

19.1 The bid will be opened on any of the working days. APEDA shall invite the Contractor or his authorized representative may be present at the time of opening of bid on the specified date, but a letter in the form annexed at Annexure-5 hereto must be forwarded to this office along with the bid and a copy of this letter must be produced in the office by the person attending the opening of bid. Unless this letter is presented by him, he may not allowed be to attend the opening of bid.

19.2 In case of unscheduled holiday on the closing/ opening day of bid, the next working day will be treated as scheduled prescribed day of closing / opening of bid the time notified remaining the same.

## **20.0 UNSOLICITED POST TENDER MODIFICATION:**

20.1 Unsolicited post- tender modification will lead to straight away rejection of the offer.

## **F. EVALUATION OF BIDS**

### **21.0 EVALUATION AND COMPARISON OF BID**

Evaluation and comparison of bids will be done as per provision of Price Format as part of Annexure-2

### **21.1 EXAMINATION OF BID**

21.2 The Committee of Officers so nominated/ authorized by DGM (P&A), APEDA, New Delhi. will examine the bids of determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.

21.3 The Committee will determine the conformity of each bid to the bidding documents.

## **22.0 NON CONFIRMATION TO STIPULATION OR SPECIFICATIONS:**

22.1 The Contractor must note that its Bid will be rejected in case the tender stipulations are not complied with strictly or the services offered do not conform to the required specification indicated therein. The lowest bid will be determined from among those Bids, which are in full conformity with the required specifications.

22.2 CONTACTING Dy. General Manager (P&A), APEDA, New Delhi

No Contractor shall contact Dy. General Manager (P&A), APEDA, New Delhi on any matter relating to its bid from the time of the opening to the time the contract is awarded.

## **23.0 G. AWARD OF CONTRACT**

23.1 AWARD CRITERIA

The Authority will award the contract to the successful bidder/ Contractor whose bid has been determined to be in full conformity to the bid document and has been determined as the lowest evaluation bid.

23.2 APEDA shall have the right to accept any bid and to reject any or all bids.

23.3 APEDA reserves the right to reject, accept or prefer any bid and to cancel the bidding process and reject all bids at any time prior to award to contract without thereby incurring any liability to the affected Contractor or Contractor or any obligation to inform the affected Contractor. Dy. General Manager (P&A), APEDA, New Delhi also reserves to the right to accept any bid in part or split the order between two or more Contractors.

24.0 NOTIFICATION OF AWARD (NOA)

24.1 The notification of award will constitute the formation of the contract.

25.0 MOBILISATION PERIOD

Successful Contractor shall be required to mobilize for commencement of services at the specified sites within a maximum of 10 (ten) days from the date of LOI/NOA.

26.0 SIGNING OF CONTRACT

26.1 The successful Contractor is required to sign a formal detailed contract with APEDA, New Delhi within a maximum period of 5 (five) days of awarding the job.

27.0 PERFORMANCE SECURITY

27.1 Within 15 (fifteen) days of the receipt of notification of award (NOA) from the APEDA the successful Contractor shall furnish the performance security in accordance with the condition of the contract at 14.1 to 14.4

27.2 Failure of the successful Contractor to comply with the requirement of clause 14.1 to 14.4 shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security. In which event the APEDA may make the award to the next lowest evaluated Contractor or call for new bids.

28.0 CORRESPONDENCE

28.1 Dy. General Manager (P&A), APEDA, New Delhi address and Fax No. is given in the Notice inviting Tender.

## 29.0 REPRESENTATION FROM THE CONTRACTOR

The Contractor(s) can submit representation(s) if any, in connection with the processing of the tender directly only to the Dy. General Manager (P&A), APEDA, New Delhi.

### SPECIAL CONDITIONS

#### I COMPLIANCE OF LABOUR LAWS:

1. The Contractor shall at his own cost comply with the provision of labour laws, rules order and notification whether central or state or local as applicable, to him or to this contract from time to time. These Acts / Rules include without limitation to the followings:
  - a) The Minimum Wages Act 1948 Rules and order issued there under from time to time.
  - b) The Workmen's Compensation Act 1923 with Rules, order and Notifications issued there under from time to time.
  - c) The payment of Gratuity Act 1972 with rules order and notification issued there under from time to time.
  - d) The mines Act 1952, the Factories Act 1948 or the Shops and Establishment Act, whichever is applicable with Rules, orders and issued.
  - e) The payment of Bonus Act 1956 with Rules, orders and Notification issued there under from time to time.
  - f) The payment of Wages Act 1936 with Rules, orders and Notification issued there under from time to time.
  - g) The Employee Provident Funds & Miscellaneous provision Act 1952 with Notification issued there-under from time to time.
  - h) The Employees State Insurance Act 1948
  - i) The Interstate Migrant workmen (Regulation of Employment and condition of Service) Act - 1979 and Central Rules framed there under.
  - j) All other Act/ Rules/ Bye Laws, order notification, etc present or future.
  - k) Applicable to the Contractor from time to time for performing the contract-job.
2. All employees of the Contractor shall be employed by the Contractor, APEDA will not have any liability to absorb them at any point of time nor can they claim any right for employment in APEDA.
3. The contractor shall have a valid license obtained from Licensing Authority under the contract labour (Regulation & Abolition) Act 1970.
4. The Contractor shall submitted the EPF code number obtained from the authorities concerned under Employees Provident Fund & Misc. provision Act, 1952.

- 4A The Contractor shall maintain all records/ register required to be maintained by him under various labour laws mentioned above and produce the same before the Statutory Authorities when required. These shall among other things include the following.
- i) Attendance Register/ Card
  - ii) Muster roll
  - iii) Register of Wages
  - iv) Wages Slips
  - v) Register of Deductions
  - vi) Register of Fines
  - vii) Register of Advance
5. The Contractor shall also submit periodical report/return to the various statutory authorities such as the Central Labour (Regulation & Abolition) Act 1970 Employees Provident Funds etc.
6. The Contractor shall provide kits/ liveries to his employees.
7. If any of the employees engaged by the Contractor misbehaves with any of the official of the APEDA, New Delhi or commit any misconduct with regard to the property of the APEDA, New Delhi or Suffer from any serious communicable disease, the Contractor shall replace them immediately. Should APEDA, New Delhi feel that the conduct of any of Contractor's employees is detrimental to, have the right to request for the removal of such employees either for incompetence, unreliability, misbehavior, security reason etc. while on or off the job. The Contractor shall comply with any such request to remove such personnel at maximum of two working days to replace the person by competent qualified person at Contractor cost.
8. The Contractor shall not engage/employ persons below the age of 18 years.
- 9.(a) The Contractor shall issue appointment letters to the persons engaged by him for deployment under this contract, a copy of which should be submitted to for record.
- 9.(b) The Contractor shall deploy a Facility Manager & Supervisor to manage the deployment of persons engaged under the Contract and to ensure proper working.
10. The Contractor shall get the antecedents of the persons engaged by him verified from Police Station concerned and produce a certificate in this regard to Dy. General Manager(P&A), APEDA.
11. The Contractor shall pay wages directly to his workmen in the presence of Authorized Representative of the APEDA. The Contractor shall also ensure that no amount by way of commission or otherwise is deducted & recovered from the wages of the employees.
12. The Contractor shall provide necessary insurance coverage to his workmen engaged in the execution of this contract so as to hold the Dy. General Manager (P&A) APEDA harmless for any act from Contractor's workmen in case of any accident mishap including death. The insurance cost of personnel working for Contractor at the site shall be borne by the Contractor.
13. The Contractor shall deploy adequate number of persons for execution of the work undertaken on Contract regulating their working hours and weekly off within the statutory limits. The Contractor shall be responsible for payment of overtime wages to his workmen if any, in case they are required to work beyond the prescribed hours under law.

14. Contractor shall provide proper Identification Cards to his employees to be deputed by him for work, duly signed by the Contractor or authorized person on behalf of the Contractor.
15. The personnel deployed by the Contractor for the job shall meet following requirements:
  - (i) Should be medically fit. They are liable to be checked by Authorized Medical Practitioners.
  - (ii) Should possess good conduct and discipline.
16. The requirement given in the scope of work is only indicative. Dy. General Manager (P&A), APEDA reserves the right either to increase or decrease it as per requirement. The decision of Dy. General Manager (P&A), APEDA in this regard shall be final and binding on the Contractor.

## II PAYMENT PROCEDURE:

1. The Contractor shall submit monthly bill to Dy. General Manager(P&A), APEDA with the consolidated monthly performance report duly verified and signed by nominated in-charge and the proof of payment to his personnel for the jobs completed during the previous month for verification and payment.
2. The bills are to be addressed to the Dy. General Manager (P&A), APEDA, New Delhi.
3. Income tax shall be deducted at source at the time of payment to the Contractor in accordance with the provision of the relevant Acts as applicable.

## III. DISPUTE SETTLEMENT:-

1. APEDA shall not be part of any kind of dispute arising between the labour employed by the contractor and contractors.
2. APEDA shall not bear any cost of damages/ compensation awarded to the labour employed by the contractor and payment of any such amount shall be responsibility of the contractor only.

## Site Visit

Any site information given in this tender document is for guidance only. The tenderer is advised to **visit and examine all sites of works** and its surroundings at his/her/their cost and obtain for himself/herself on his/her own responsibility, all information that may be necessary for preparing the tender and entering into a Contract. The agency shall be deemed to have inspected the Site and its surroundings beforehand and taken into account all relevant factors pertaining to the Site in the preparation and submission of the Tender.

## Clarification of Tender Documents

The tenderer is expected to examine carefully all the contents of the tender documents including instructions, conditions, forms, terms, etc. and take them fully into account before submitting his/her offer. Failure to comply with the requirements as detailed in these documents shall be at the tenderer's own risk. Tenderers which are not responsive to the requirements of the tender documents will be rejected.

The tenderer shall not make or cause to be making any alternation, erasure or obliteration to the text of tender documents.

Each agency shall submit only one tender. The tender who submits more than one tender for the same work will be disqualified.

While all efforts have been made to avoid errors in the drafting of the tender documents, the tenderer is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.

Dy. General Manager,  
APEDA

**Annexure - 01**

**SCOPE OF WORK FOR FACILITY MANAGEMENT SERVICES**

**A. SCOPE OF WORK FOR “MECHANIZED HOUSEKEEPING AT APEDA, 3<sup>rd</sup> ND 4<sup>TH</sup> FLOOR, NCUI BLDG., HAUZ KHAS, NEW DELHI and A-318, Asiad Games Village, Khel Gaon, New Delhi”**

Scope of work will remain same for all the sites unless otherwise stated explicitly. Following sites shall be covered in this contact.

Site 1 : APEDA, 3<sup>rd</sup> & 4<sup>th</sup> floor, NCUI Building,  
3 Siri Institutional Area, August Kranti Marg ,  
New Delhi - 110016.

Site 2: A-318, Asiad Games Village, Khel Gaon,  
Opp. Hauz Khas  
New Delhi – 110016

All the services as listed below are to be provided at these sites.

The Contractor shall acquaint himself with the proposed site (S) of work, its approach road, working space available etc before submission of the quotation. The Contractor shall study carefully, the materials chemicals, machines, equipments frequencies of difference operations and the services required to be rendered under different heading and other conditions of the tender documents, to fully appreciate the scope of work before quoting his rates. The Contractor shall appoint one Faculty Manager exclusively who shall attend the site daily and be at site of work for at the time the work is being carried out.

The Contractor shall take at his own cost, if required , necessary insurance cover in respect of staff and other personnel to be employee or engaged by him in connection with the below mentioned services to be rendered to Dy. General Manager(A), APEDA, New Delhi through this contact and shall comply with all relevant/applicable labour laws as existing or as may be mentioned during the contact period laws as existing or as my be mentioned during the contact period and shall indemnity APEDA against all action of omission, faults, breaches and / or any claim or damage, injury and expenses to which APEDA may be party or involved as a result of the Contractor’s failure to comply and of the obligation under relevant Act / Law which the Contractor is to follow.

## A. MECHANIZED HOUSEKEEPING SERVICES

The scope of work for hygiene & housekeeping services to be provided is referred as “Mechanized Housekeeping Services, Which are indicated in different Annexures”.

- i) Daily upkeep and cleaning of the floor areas (as mentioned hereunder) including rooms, wash basins, walls corridors, grills, railings, doors, window fixtures & fittings including lights and fans, passages etc on regular daily needs basis, by providing all inputs including proper tools, cleaning equipment, detergents/ cleaning agents, disinfectants, scrubbers, naphthalene balls, repellents, sprayers, liquid soaps buckets, baskets, brooms, etc. of reputed brands like Johnson Divesey/ Ecolab Henkel. List of chemicals required for housekeeping work are given below
- ii) In case of cleaning agents as specified above are not available then equivalent materials of the same quality / specifications as approved by the authorized officer of APEDA shall be used. The consumption/mixing ratio of Chemicals shall be regulated as per manufacture’s specification.
- iii) The make of Tissue Paper’ & Toilet paper to be used shall be of seafold/ Kleenex/ Deline and Vintex/ Snow Touch Kleenex respectively.
- iv) All rooms cabins, corridors, balconies, doors, windows, almirahs, waste, bakets, room furniture, fittings fixtures etc. shall be cleaned daily once or more on need basis by scrubbing / mopping and by using good quality cleaning agents a above.
- v) The cleaning equipments to be used by the Contractor shall be of Nilfisk of Taski make only. In case the machinery / equipments required to be used is not available, equivalent of the same quality as approved by the authorized officers of the APEDA shall be used.

### B-1. AUTOMATED HOUSKEEPING SCHEDULED:

Appendix – I Scope of work

### B-2 Appendix – 2 List of Chemicals required & recommended for Housekeeping Services.

All the cleaning agents used for the project shall be biodegradable & environment friendly so that it does not cause any harm to employees, workers & the object for which it is used. It shall follow all the mandatory International & National standards of chemicals.

### **Essential Ecological Requirements for all the cleaning agency**

- Should conform to International Detergent Legislation.
- Should be Phosphate free. Should comply with the voluntary ban of APEDA by all leading international chemical industries.
- Shall follow declaration according recommendation 89/542/EEC.
- Should not be a combustible liquid according to the regulations governing combustible liquids.



**APEDA OFFICE, 3<sup>rd</sup> AND 4<sup>TH</sup> FLOOR, NCUI BLDG. New Delhi and A-318 Asiad Village, Khel Gaon, New Delhi**

S.No.	Activity	Continuous	Daily	Weekly	Monthly
1	Corridor Cleaning	Dust controlling with dust control	Scrubbing & Drying with Auto Scrubbing & Dryer	Deep Scrubbing & drying with single disk scrubber 7 wet Vacuum	
2	Office floors cleaning (including inside rooms / area)	Dust controlling with dust control	Wet moping	Drying with single Disk scrubber & dryer	
3	Staircase & lift area / foyer area cleaning		Wet moping followed with dry moping & grill cleaning twice a day	Vacuum with dry vacuum	Scrubbing & drying of staircase landing areas with single disk scrubber 7 wet vacuum
4	Door & door handle		Daily wiping	Deep damp cleaning brass polishing (if any)	
5	Drinking water	Wet & dry moping	Vacuum drying with wet vacuum cleaner	Scrubbing & drying with single disk scrubber & wet vacuum	
6	Garbage collection & disposal / dustbin		Removal of garbage in each shift	Washing of Dustbins	
7	Glass & Glass partition cleaning		Damp wiping	Washing & drying with Glass kit	
8	Wall			Damp wiping up to reachable height	Removal of cobwebs with dry vacuum
9	Fire extinguishers cleaning		Damp Wiping		
10	Tables, Chairs/ Sofa & other furniture/ fixture		Damp wiping	Vacuum drying with dry vacuum	
11	Window Glasses (Inside & outside)		Washing drying with Glass kit (Section wise)		
12	Telephone/ computer		Damp wiping		Vacuum cleaning with dry vacuum
13	Door mats		Vacuum with dry vacuum		Washing with high pressure jet
14	Electrical switches		Damp wiping		
15	Terrace cleaning				Collection removed of garbage
16	Spraying room freshener		Daily		
17	Tube light / fan / wall fan etc.		Weekly Manual / vacuum cleaning		

**B) APEDA OFFICE, 3<sup>rd</sup> AND 4<sup>TH</sup> FLOOR, NCUI BLDG. New Delhi and A-318  
Asiad Village, Khel Gaon, New Delhi**

S.No.	Activity	Continuous	Daily	Weekly	Monthly
1	Sterilization of toilets		Steam cleaning with steam cleaner		
2	Floor Cleaner	Moping	Wet & Dry Moping	Scrubbing & Drying with single Dist & Wet Dryer	
3	Side wall cleaning		Damp Wiping	Wall cleaning with High pressure Jet	
4	Doors & doors		Damp wiping	Signage Damp wiping	
5	Wash basin & surrounding area cleaning	Damp Wiping		Scrubbing & Drying with scrubber & Wet vacuum	High pressure cleaning with Gemi
6	Mirror Cleaning		Washing & Drying with Glass kit		
7	Commodes Cleaning	Washing	High pressure cleaning with gerni		
8	Urinals Cleaning	Washing	High pressure cleaning with gerni		
9	Dustbin Clearance & cleaning		Garbage collection & removal		
10	Exhaust fan cleaning Tube light cleaning			Vacuuming with Dry Vacuum	
11	Electrical board & switches cleaning			Damp cleaning	

**C) APEDA OFFICE, 3<sup>rd</sup> AND 4<sup>TH</sup> FLOOR, NCUI BLDG. New Delhi and A-318 Asiad Village, Khel Gaon, New Delhi**

S.No.	Activity	Continuous	Daily	Weekly	Monthly
1	Corridors / Entrance	Once a day	Cleaning with Dust Controller	Washing with high pressure jet	
2	Road Cleaning		Sweeping with Road Sweeper		Washing with high pressure jet
3	Walls including boundary wall / grill			Dry moping	Washing with high pressure jet
4	Garbage	Daily	Garbage Collection & Removal		

**Scope of work for mechanized housekeeping shall also include:-**

- (a) Unless specific otherwise, the Manager and Supervisors and Workers etc. are supposed to be report for duty as per approved schedule at APEDA. The Housekeeping/cleaning services should be done daily from Monday to Saturday and it must be borne in mind that some activities need to be started early in the morning and completed before 0830 Hours. Similarly some other activities can be done only on Saturday and Sundays or other Holidays to avoid inconvenience to the users of the building. The work on Saturday, Sunday or Holidays as required shall be carried out at no extra cost. However, deep cleaning of all the housekeeping related services will be done by the bidder once a week.
- (b) Upkeep of floors using swappers drenched with water mix with portion of detergent powder of approved make once daily. Mopping of floor should be done twice daily, once with water mix of detergent powder and second time with plain water. All the toilets in the building should also be washed with permitted chemical. All toilets/corridors should be washed with permitted chemical mixed water once daily and second time with plain water.
- (c) Mopping up of floors will be done first time in a day with mix detergent Second time, after lunch time, mopping should be done with plain water. However, on cases where mopping is to done once a day, only water mix permitted chemical should be used. All toilets/corridors should be washed once a day using permitted chemical & detergent powder. Second time toilets should be mopped with plain water.
- (d) Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipments, accessories etc. and cleaning of all window glasses and grills, cleaning and dusting of window panes.
- (e) Spraying Room fresheners daily at regular intervals.
- (f) Scrubbing of toilets, wash basins, sanitary fittings, glasses and toilets floors.
- (g) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. brush thoroughly to include below level and under rims including areas at hinges and cistern handles. Restock toiletries, which include liquid hand soap, toilet paper, air freshener, and sanitary cubes and naphthalene balls in toilets after daily check-ups in the morning, afternoons and on call basis during daytime.
- (h) Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipments, nameplates, plant boxes, doormats etc.
- (i) Putting plastic bags in all dustbins to avoid stains & stinks and clear them on daily basis.
- (j) Check and remove hairs, dust dirt or any such object from anywhere in area covered under the contract.
- (k) Cleaning, dusting and scrubbing of pantries, reception, security rooms, training halls, corridors, committee rooms, conference room, visitors room, library etc. The cleaning in occupied area should be done as and

when the hall/room/cabin is opened and in the presence of the officer concerned or in the presence of his/her authorized representative once in a day or in call basis by the officer concerned during office hours on all working days only. Whenever meetings in the Committee Room or any other chamber in Office premises take places, the Contractor has to ensured that sufficient workers and supervisory staff is present till the meeting/function is over for which nothing extra is payable.

- (l) Cleaning of baskets, wastepaper baskets, cob-webs and disposing off all the collected refuse/garbage/rubbish & other unserviceable materials at his own cost to the notified/ specified NDMC dumping grounds on daily basis and under no circumstances these shall be stacked/dumped even temporarily within the building, or the surrounding premises.
- (m) All the materials/chemicals/consumables brought to site shall be protected suitably, duly wrapped/packed & stored so as to avoid any damage during loading/transportation/unloading & handling due to weather conditions etc. at any stage.
- (n) Materials and chemicals of approved quality shall be used. In case any equivalent material/chemical of the same quality as approved by this Authority in writing shall be used. The consumption of the material/chemicals shall be regulated as per manufactures' specifications.
- (o) If any material is not mentioned but required at site for housekeeping work shall be brought by Contractor as approved by this Authority.
- (p) The above work as a whole includes blooming and mopping up corridors, staircases, washing and mopping up all rooms, toilets, windows, doors, venetian blinds, panel/glazed aluminium, partitions, railings, parking area, canteens, pump house, electrical sub-station, library, Reception area, security huts, conference room, committee room telephone exchange, canteen block, terraces, lobbies.
- (q) The Contractor shall ensure pest, animal and rodent free environment in the office premises of the APEDA sites covered under the contract and shall take effective measures including fogging etc.
- (r) The service provider shall provide dry-cleaning/shampooing, vacuum cleaning services for the furniture, fixtures, sofa chairs, ventilation blinds, curtains, towels, etc whenever required.
- (s) The service provider shall also provide one carpenter and one mason for day to day maintenance of building to attend the calls as per the requirement.
- (p) Contractor shall also be responsible for maintenance for indoor plants and timely replacement with ornamental plants of good quality and height.

**LIST OF CHEMICAL REQUIRED FOR HOUSE KEEPING WORK****A) M/S JOSHNSON AND DIVERSITY**

S.No.	Chemicals	Items to be cleaned with
	R1	Bathroom items
	R2	Room, offices, items, laminated, Furniture's, PC, Marbles, Granite Floors.
	R3	Glass surfaces
	R4 Shine UP	Wood Polish Furniture
	Good Sense	Room Air Freshener (Spray)
	R6	WC urinals
	R9	Bathroom cleaner (hard water)
	T R 101	Carpet Shampoo
	T R 103	Carpet deep cleaning
	R 20	Floor stripers
	Complete	Kota, Vinyl, Mosaic Tiles
	Nobile	Marble Floors – polishing
	Spiral	Kota and hard floor
	Snapback	Kota, Vinly, Mosaic Tiles
	Lever Star	Hand disinfectant before / after going into critical areas
	Emerel	Restorative product for fixtures
	Lineo	Wooden polish

AND / OR

**M/s Eco – Lab. Hankle**

	The Following chemicals should be of Oasis Compac Range and these chemicals are to be dispensed through a sleek Oasis Compact dispenser.	
	OC Bath room Cleaner	Bath Room fittings & fixtures
	OC Glass cleaner	Glasses
	OC Air Fresh	Air – Freshener
	OC Neutral Cleaner	
	OC Counter Act	
	SIGLA	Floor mopping & scrubbing on daily basis
	NITTOKLAR	Marble Crystallization on as and when required basis
	BENDUEOL	Stripping of floor
	POLLI	Regular buffing of Granite
	SAPUR DUO	For carpet Cleaning
	SAPUR A& B	Carpet Spotting
	HELIOS	Stainless steel / chrome shining
	OPTI	Wooden furniture polish

Note 1) the consumption of various chemicals shall be regulated as per the manufactures specifications.

**PRICE FORMAT /COMMERCIAL BID**

**(To be sealed and placed in Envelope -2 alongwith price format of part '  
"Envelope to be Super Scribed as 'Financial Bid')**

**PRICE FORMAT****House keeping & Facility Management Services**

S.NO.	Service Head	Cost on manpower deployment (in Rs. Per month inclusive of taxes if any)	Cost on chemical etc. (Rs per m Taxes if any)	Total Amount (in Rs. Per month inclusive of taxes) (in Figures)
A	<b><u>"Mechanized Housekeeping" APEDA OFFICE, 3<sup>rd</sup> AND 4<sup>TH</sup> FLOOR, NCUJ BLDG. New Delhi and A-318 Asiad Village, Khel Gaon, New Delhi</u></b>			
	<b>Total</b>			

\* The contractor should provide breakup of cost components relating to manpower deployment, cost on chemicals, Misc. consumable, machines consumables along with a cost synopsis for each location separately in the proforma as per Appendix attached to this Annexure.

**Note:**

1. The Contractor is to quote the rate in INR two decimals.
2. The rates are to be quoted both in figures and words. No over writing or cutting allowed.
3. Rates to be quoted will be inclusive of all supervision charges, all taxes but exclusive of service tax. The service tax will be reimbursed by Dy. General Manager (P&A), APEDA New Delhi if applicable.
4. The above quantities, wherever indicated are only for the purpose of evaluation. The requirement may increase or decrease and the decision of the Dy. General Manager (P&A), APEDA, New Delhi in this regard shall be final and binding on the Contractor.

Signature of Contractor

Date

Seal of Contractor

**Performa of Bank Guarantee towards Performance Security**  
**Performance Guarantee**

Ref No. .... Bank Guarantee No. ....

Dated.....

To,

Dy. General  
 Manager (Admn)  
 APEDA, New  
 Delhi Dear Sir,

1. In consideration of Dy. General Manager(A), APEDA New Delhi entered into a contact No..... dated (hereafter called the contact which expression shall include all the amendments thereto) with M/s ..... having its registered / head office at .....(hereinafter referred to as the BIDDER) which expression shall, unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assignees) and APEDA demands a performance guarantee for Indian Rupee..... for the faithful performance of the entire Contract.
2. We(Name of the bank)..... registered under the laws of .....having head / registered office at .....(hereinafter) referred to as "the Bank", which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) do hereby guarantee and undertake to pay immediately on first demand in writing any / all moneys to the extent of India Rs. (in figures).....(Indian Rupees (in words) ..... without any demur reservation, contest or protest and / or without any reference to the Bidder. Any such demand made by Dy. General Manager(PAA), APEDA New Delhi on the Bank by serving a written notice shall be conclusive and bidding without any proof, on the bank as regards the amount due and payable, notwithstanding any dispute(S) pending before any court, Tribunal, Arbitrator or any other authority and / or any other matter or thing whatsoever, as liability under these presents being absolute and unequivocal. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged by Dy. General Manager(P&A), APEDA in writing. This guarantee shall not be determined, discharged or affected by the liquidation, winding, up, dissolution or insolvency of the Bidder and shall be remain valid, bidding and operative against the bank.
3. The bank also agrees that APEDA at its option shall be entitled to enforce the Guarantee against the Bank as a principal debtor, in the first instance, without proceeding against the Bidder and notwithstanding any security or other guarantee that Dy. General Manager(P&A), APEDA may have in relation to the Bidder's liabilities.
4. The Bank further agrees that Dy. General Manager(P&A), APEDA shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Contract or to extend time of performance by the said Bidder from time to time or to postpone for nay time or from time to time exercise of any of the powers vested in Dy. General Manager(P&A), APEDA against the said bidder and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relived from our liability by reason of any such variation, or extension being granted to the said Bidder's or for any forbearance, act or omission on the part of Dy. General Manager(A), APEDA to the said Bidder or any such mater or thing

whatsoever which under the law relating to sureties would, but for this provision, have effect of so reliving us.

5. This Bank further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the contract and all dues of Dy. General Manager(P&A), APEDA under or by virtue of this Contract have been fully paid and its claim satisfied or discharged or till Dy. General Manager(A&F), APEDA discharges this guarantee in writing, whichever is earlier.
6. The guarantee shall not be discharged by any change in our constitution, in the constitution or Dy. General Manager(A), APEDA or that of the Bidder.
7. The Bank confirms that this guarantee has been issued with observation of appropriate laws of the country of issue.
8. The Bank also agrees that this guarantee shall be governed and construed in accordance with Indian laws and subject to the exclusive jurisdiction of Indian Courts of the place from where the purchase Contract has been placed.
9. Notwithstanding anything contained herein above, our liability under this Guarantee is limited to Indian Rs. (In figures) .....(Indian Rupees in words only)..... and our guarantee shall remain in force until .....(indicate the date of expiry of bank guarantee)

Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us said date, the rights of Dy. General Manager (P&A), APEDA, under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the right of Dy. General Manager (P&A), APEDA under his Guarantee shall be valid and shall not cease until we have satisfied that claim.

In witness whereof, the Bank through its authorized officer has set its hand and stamp on this .....day of .....20.....at .....

(Signature)  
Full name, designation and address  
(in legible letter) with stamps  
Attorney as per power of Attorney no.....  
Dated.....

Witness-1 :

Signature  
Full name and address

Witness-2 :

Signature  
Full name and address



**AUTHORISATION LETTER FOR ATTENDING TENDER OPENING  
on Company's Letterhead**

No. Date-----

To,  
Dy. General Manager(A)  
APEDA, New Delhi

**Subject: Tender No. -----due on -----**

Sir,  
  
Mr.....has been authorized to be present at the time of opening of above tender due on ..... at .....on my/our behalf.

Yours faithfully

**Signature of Contract**

Copy to: Mr. .... for information and for production before the ..... at time of opening of bids.

**Check List**

The bidders are advised in their own interest to ensure that the following points/ aspect in particular have been complied with in their offer failing which the offer is liable to be rejected.

1. Please tick whichever is applicable and cross whichever is/are not applicable
2. Please sign each sheet.
3. The check list duly filled in must be returned along with the offer.

**COMMERCIAL GROUP'A'**

S.No.	BEC Clause Reference	Description	Bidder's Response	Reference page no. in the offer
1	10.1	Whether Bank Draft/ Bank Guarantee/ Banker's cheque for the requisite earnest money has been enclosed with the offer?	Yes/No/Not applicable	
2		If so furnish the following:- Name of the Bank Value Number Date of issue	Yes/No	
3		Have the rates, price and totals, etc. been checked thoroughly before signing the tender?	Yes/No	
4		Has the bidder's past experience (annexure-6) been carefully filled and enclosed with the offer?	Yes/No	
5		Whether firm prices have been quoted?	Yes/No/Not applicable	
6		Whether rates have been quoted exactly as per the price bid format?	Yes/No	
7		Financial Capability: Bidder to confirm whether their average turnover is 50 lacs annually over the last three Financial years. Has the bidder submitted a copy of each of audited Balance Sheet of previous three financial years.	Yes/No	
8		Whether the period of validity of the offer is as required in bidding documents? If not, mention the extent of variation	Yes/No/Extent of variation in days	
9		Whether the offer has been signed indicating full name and clearly showing as	Secretary/manager/Partner/ Sole Proprietor/ Active Partner/Pre procuraterium	

		to whether it has been signed as		
10		If the Bidder is seeking business with APEDA New Delhi for the first time, has he given the details of the parties to whom the offered items/services have been provided in the past along with their performance report?	Yes/No	
11		Whether the offer is being sent in double cover, both the covers duly sealed and superscribed with tender Number and closing/opening date? (Techno-Commercial offer and price Bid are sealed in a separate envelope)	Yes/No	
12		Has the offer been submitted in triplicate?	Yes/No	
13		Is the offer being sent by Registered post or proposed to be dropped in tender Box?  Sent by Registered Post or dropped in Tender Box	Yes/No	
14		Has it been ensured that there are no overwriting in the offer? Have corrections been properly attested by the person signing the offer?	Yes/No	
15		Are the pages of the offer consecutively numbered and an indication given on the front page of the offer as to how many pages are contained in the offer?	Yes/No	
16		Has the offer been prepared in sufficient details/clarity so as to avoid post tender opening clarification/amendments?	Yes/No	
17		Whether Annexures-2 & 3 of the bidding documents in original, duly filled in and a confirmation that clauses of Annexure 1 to 9 are complied/ accepted, enclosed with the offer?	Yes/No	
18		Whether all the clauses of the bidding documents are accepted?	Yes/No	
19		Whether the material/services being offered fully conform to the required technical specification?	Yes/No	
20		If not, specify the extent of deviation and how it is suitable to Dir(Admn), APEDA	Yes/No	

**(Signature of Bidder)  
With Seal**

**CONTACTORS SERVICES (EXPERIENCE) PROFORMA**

S.No.	Name & Address of Client	Period From To--- --	Description / Nature of services completed successfully	No. of Persons/employees provided by the Contractor	Value of Contract	Remarks

NOTE:- WORK ORDERS & COMPLETION CERTIFICATIONS FROM CLIENTS TO BE ENCLOSED ALONGWITH THIS PROFORMA.

SIGNATURE OF THE CONTACTOR

-----

Name -----

-----

Seal of the Company-----

-----

**Work Performance Evaluation & Monitoring :**

The service performance of the Contractor shall be duly evaluated & monitored & with the help of continuous **feedback mechanism** taken from the Officers, employees/staff at each of the sites. The contractor will be required to take performance feedback on its service delivery on a monthly basis at a random from a sample size of 10% of the total employees working at each site. This shall be done with the help of feedback mechanism. This shall be then converted into a performance report for payment purpose. The employees satisfaction shall be measured in % of overall service performance.

The work performance evaluation & monitoring of services provided by the agency will be supervised by Personnel and Administration Division of APEDA, New Delhi.

Cost of Facility Management comprising mechanized housekeeping etc. for

**APEDA OFFICE, 3<sup>rd</sup> AND 4<sup>TH</sup> FLOOR, NCUI BLDG. New Delhi and A-318 Asiad Villlage, Khel Gaon, New Delhi**

**A. Manpower Deployment cost (Full time – 6 days a week – 0700 hrs to 1900 hrs)**

S.No.	Description of Manpower	Numbers	Unit salary	Total Salary
1.	Super Visor	1 (One)		
2.	House Keepers	5 (Five) Including one lady house keeper		
3.	Plumber (with material and equipment)	1 (One)		
4.	Carpenter (with material and equipment)	1 (One)		
5.	Mason (with material and equipment)	1 (One)		
Total				

Total cost on manpower deployment per month (Rs.)=

**B. Number of Washrooms / Conference Room**

S.No.	Location	Numbers (Gents)	Numbers (Ladies)
1.	At 3 <sup>rd</sup> floor – Washroom	5 (Five)	1(One)
2.	At 4 <sup>th</sup> floor – Washroom	4 (Four)	1(One)
3.	At APEDA Guest House – Washroom	2 (Two)	-
4.	Conference Room with floor carpet and leather finish chairs	1 (One)	-

**C. Cleaning Chemical & Consumable Calculation**

S.No.	Description of Chemicals required	Required Quantity per month	Unit Cost(Rs)	Total Cost (Rs)
1	Glass Cleaner TASKI R 3	2 (two)		
2	Clenzo	10 (ten)		
3	Taski R 6	5 (Five)		
4	Taski R 2	5 (Five)		
5	Spiral	4 (Four)		
6	Taski R 4 wood polish	2 (Two)		

7	Floor Wiper	5 (Five)		
8	Dry Mop set	5 (Five)		
9	Dry Mop Refill	5 (Five)		
10	Wash room Brush	4 (Two)		
11	Plastic Bucket	4 (One)		
12	Hand Gloves	5 (Five)		
13	Duster	30 (Thirty)		
14	Urinal Cube	10 (Ten)		
15	Scotch Brite	5 (Five)		
16	Naphthalene Balls	2 (Two)		
17	Soft Broom	5 (Four)		
18	Hard Broom	5 (Four)		
19	Floor Duster	10 (Ten)		
20	Room Spray Bottle	2 (Two)		
21	Toilet check removal pump	2 (Two)		
22	Feather bursh	2 (Two)		
23	Odonil	8 (Eight)		
24	Wet Mop Set	5 (Five)		
25	Garbage Bag	5 (Five)		
26	Dustbin bags	50 (Fifty) Required to be changed as soon as start stinking		
27	Carpet Cleaning Conference Room	Once in a month		
Total (Rs.)				

#### Total Cleaning Chemical & Consumable Calculation

#### D Machine Consumables

S.NO.	Description of Machine to be deployed	No of Machines to be deployed	Cost per set (Rs.)	Consumables (Rs.)	Total Cost (Rs.)
1	Vacuum Cleaner WD	2			
2	High Pressure Jet	2			
3	Wringer Trolley	2			
4	Glass Cleaning Kit	1			
5	Single Disc	1			
6	Tool Kit	2			
Total Cost per Month(Rs)					

Total Machine Consumables Cost per Month (Rs.) =





**Area details:-**

**Service Feed Back Form**

**Dear Employee:**

As valued this site employee your view & feedback on composite services are very important to us. These services are brought to you by (name of the Contractor)

Name of the Contractor:

Our endeavour is to provide you the most hygiene, prompt & reliable services service in the building facilities & office. Your valuable feedback would help us further improve the quality of service standards.

Kindly spare your few minutes in rating the areas as given in table below:

5-Excellent      4=V. Good      3=Average      1=Poor

Areas of Services	5	4	3	2	1
Please tick mark the cell as appropriate					
Housekeeping service					
Landscaping and Gardening					
General:					
Behavior of workers					
Hygiene & cleanliness of workers					
Pest control:					
Disinfestations services					
Rodent control					
Mist control					

**Employee Name:**

**Date:**

**Signature of Employee:**

**AUDIT SCORE SHEET**

Functional Area .....

Auditors.....

Audit.....

	Suggested
A=7	
U=6	
C=1	

Location & sub-Area=Audited

Acceptable=C Unacceptable=1 Net applicable (n/a)

	Acceptable Unacceptable	Comments			
Wall cleaning					
Windows					
Doors					
Hard pieces					
Ducts grill and vents					
Kitchen Fixtures and Appliance					
Patient experiment					
Color control					
General					
Total demerit points (add total of demerit points)					
Score (formula subtract total demerit points from 100)					

Signature.....

(see over for audit comments sheet)

### Audit comments sheet

Area	Comments
Notes:	

### Audit Date

Location	Acceptable Unacceptable	Comments	Action Timeframe	Action Taken

Signature.....

**(FORMAT FOR SOLVENCY CERTIFICATE)**  
(On Bank's Letter Head)

REF NO:.....

DATE:.....

**To Whomsoever Concerned**

This is to certify that to the best of our knowledge and information, M/s \_\_\_\_\_ (Bidders name with complete address), a customer of our Bank, is respectable, and is capable of executing orders to the extent of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_). M/s \_\_\_\_\_ have been our customer since \_\_\_\_\_ to date and has been granted the following limits, at present, against various facilities granted by the Bank:

.....

.....

This certificate is issued without any guarantee, risk or responsibility on behalf of the Bank or any of its officials.

This certificate is issued at the specific request of the customer.

Yours faithfully,  
(Bank official's signature & stamp)