

**TERMS & CONDITIONS
&
SPECIFICATIONS

OF

CONTRACT FOR

PROVIDING HOUSEKEEPING & ALLIED SERVICES**

**CENTRE FOR DEVELOPMENT OF TELEMATICS
ELECTRONICS CITY PHASE -I
HOSUR ROAD
BANGALORE – 560 100
PH. 080 25119001/9002**

TENDER REF. NO. CDOT/TENDER/ADMIN/HK/2019-2022/020

TERMS & CONDITIONS
TENDER REF. NO. CDOT/TENDER/ADMIN/HK/2019-2022/020

1.0 C-DOT a Government of India R&D organisation, engaged in developing Telematics Technology and Products invites tender bids from reputed Contractors for providing Housekeeping & Allied Services at their campus located at Electronics City – Phase I, Hosur Road, Bangalore – 560 100.

2.0 GUIDELINES FOR SUBMISSION OF QUOTES

Sealed tender should be submitted as per details given below

2.01 C-DOT adopts a two-bid Tender System. Therefore, **separate TECHNICAL and FINANCIAL BIDS** are to be submitted as per following procedure by the interested bidders.

Envelope 'A' duly superscribed, as “**Technical Bid/HK/2019-2022/020**” should consist of:

1. A copy of the Tender document duly signed on all pages by the authorized signatory with the seal of the Company/Contractor.
2. Details of the Contractor and other relevant details as per **Annexure-I** with all supporting documents.
3. The cost of the tender document, if downloaded.

Envelope 'B' duly superscribed “**Financial Bid /HK/2019-2022/020**” should consist of:

1. Commercial / Financial Bid duly filled as per **Annexure-II**. No other format will be acceptable.
2. Earnest Money deposit (EMD) by means of Demand Draft for 3 months which has to be further renewed for 3 months.

Envelope 'A' and Envelope 'B' should be sealed and kept in another Main Envelope 'C' duly superscribed “**C-DOT/ADMN/HK/2019-2022/020**”.

2.02 LAST DATE/TIME OF RECEIPT OF TENDERS

Tenderers must ensure that offer is posted /delivered well within time so as to reach C-DOT latest by **1400 Hrs. on 07/01/2019**.

2.03 Tenders should be addressed to:

The Manager – P&A
Centre for Development of Telematics
C-DOT Campus,
Electronic City Phase-I,
Hosur Road
Bangalore – 560 100.

NOTE : Quotations which do not comply with the above conditions, are liable to be rejected

1. The Technical quotes will be opened at 1430 Hrs. on 07/01/2019 in the presence of intending agencies at our Campus at Electronics City – Phase I, Hosur Road, Bangalore – 560 100. In case

the date of opening happens to be a holiday, the quotations will be opened on the next working day at the same time.

2. The financial bids of the technically suitable tenders will only be opened for further consideration. In case EMD is not found in the financial bid, the technical bid shall also stand rejected, even if technically shortlisted. The decision of the centre in this regard will be final. The date and time of opening of financial bid(s) will be intimated only to the technically eligible bidders as per Centre's evaluation criteria.

- NOTE:** (1) The commercial bid(s) of those agencies found to be professionally / technically suitable by a duly constituted Evaluation Committee will only be opened subsequently. The decision of the Centre in this regard will be final. The date of the commercial bid opening will be intimated to the eligible bidders in advance.
- (2) The contract resulting from this tender will be governed by C-DOT's terms and conditions as laid down in the tender document and the Contractor quoting against this tender is deemed to have read and understood the same, in the same meaning as that of C-DOT.

PRE BID MEETING

A pre-bid meeting would be conducted at C-DOT Campus, Bangalore at 1430 hrs on 14/12/2018. All the queries in this regard (in *.xlsx format only) shall reach C-DOT through e-mail latest by 1600 hrs. on 12/12/2018 to tenders.admin@cdot.in. No query shall be entertained after the above said date and time. A maximum of 02 authorised representatives shall be allowed to attend the Pre-Bid meeting.

In the event of no such clarification sought, it will be deemed that the bidders have understood the parameter / requirement indicated / enunciated / described completely and are complying with the same at the time of submission of the tender. The bidders may also note that no request for clarifications will be entertained after the above date. The replies to pre-bid queries shall be uploaded on our website within three working days from the date of the pre-bid meeting.

- 2.04 Tender bid should either be delivered in person or sent only by Registered Post/Speed post/Courier. Email/Fax quotations, etc. will be summarily rejected. Tender document should be free from corrections/erasures. C-DOT will not be responsible for any delay(s) including postal and force majeure.
- 2.05 Quotation must be submitted giving complete details as sought in the enclosed annexure.
- 2.06 Each page of the offer should bear the signature, name and title of the person signing the offer with rubber stamp of the Contractor and date.
- 2.07 The total amount quoted should be written both in figures and in words and if there is any discrepancy between the two, the lowest amount will only be accepted.
- 2.08 Bids, which do not comply with the conditions laid down in the tender document, are liable to be rejected.
- 2.09 Tender document is not transferable.

3.0 TERMS & CONDITIONS OF THE TENDER

- 3.01 C-DOT reserves the right to reject/accept or withdraw any part or full tender(s) without assigning any reason whatsoever. The decision of C-DOT is final and unquestionable.

- 3.02 C-DOT will be under no obligation to accept the lowest or any tender received in response to the tender notice and shall be entitled to reject any tender without assigning any reason whatsoever.
- 3.03 C-DOT reserves the right to award the contract to deserving parties either in full or in parts. The decision of C-DOT is final and no enquiry will be entertained in this regard.
- 3.04 Bid should be complete in all respects and incomplete bids will be summarily rejected. No clarification will be entertained by C-DOT in this regard.
- 3.05 Canvassing in any form entails the tenderer for disqualification. If any tenderer is found influencing or intimidating other tenderer/tender process, his tender is liable for disqualification.
- 3.06 Please note that any falsification/suppression of information could lead to the disqualification from the tender.
- 3.07 The successful tenderer should commence the services within fifteen days from the receipt of the award of contract or from the date as decided by C-DOT and this will be binding on the Contractor.

COST OF TENDER DOCUMENT

- a) Tenderer should submit a Demand Draft/ Pay Order of Rs. 1050/- (Rupees one thousand and fifty only) which is inclusive of GST @ 5% in favor of C-DOT, Bangalore, towards cost of the tender at the time of obtaining the same from the C-DOT Campus or submit the same along with the technical bid if downloaded from the Centre's website. Bids made without having paid for the cost of the tender are liable to be rejected. **The tender document cost is payable by all categories of tenderers and no exemption is permissible**

EARNEST MONEY DEPOSIT

- b) Tenderer should submit an EMD of Rs.1,00,000/- (Rupees one lakh only). The EMD amount shall be submitted by way of a crossed Demand Draft favoring "C-DOT Bangalore. EMD in the form of DD should be valid for 3 months which has to be further renewed for 3 months and to be kept in the financial bid. This amount shall be returned interest free to the unsuccessful bidders within six months from the closing date of the tender or one month after the award of the contract whichever is later.

The EMD is payable by all categories of bidders and no exemption is permissible. EMD shall be exempted for Government bodies/PSU's & SSI organizations (who are exempted from payment of EMD) on production of relevant proof. EMD in the form of cheque /cash will not be acceptable. Bids without EMD shall be treated as invalid forthright.

In case of successful bidder, EMD shall be returned interest free on encashment/acceptance of Security Deposit/Bank Guarantee for performance.

C-DOT shall forfeit the EMD amount in the following cases:

- a) Any financial bid received against this tender shall be governed by the terms and conditions indicated in the tender document. If, after submission of the financial bid, the bidder fails to honor the contract, if bank
- b) awarded, or refuses to comply with any/all of the terms and conditions of the tender.
- c) If the bidder withdraws or alters the offer during the validity period of the financial bid.
- d) If the successful bidder fails to commence the service/supply, in accordance with the

- terms and conditions of the contract.
- e) If the successful bidder fails to submit the Security Deposit/Bank Guarantee within the stipulated time. This shall also warrant closure or termination of contract.
 - f) If any information furnished is found to be incorrect.
 - g) Any delay in providing services

Any unexcused delay in providing services shall not only warrant forfeiture of EMD amount but also closure/termination of the contract for default, entailing liability for compensation to C-DOT.

EMD will be returned interest free, to the unsuccessful tenderers within 6 months from the closing date of tender or finalization of the tender, whichever is later. In case of successful tenderer(s) EMD will be retained for a period of six months from the date of award of contract.

4.0 PRICE AND VALIDITY

- 4.01 The rates must be quoted as detailed in Annexure-II covering the entire activity as per the scope of the contract. Rates should be inclusive of all charges applicable and excluding applicable taxes like GST, etc., and service charges which should be clearly specified. Quotes with nil service charges will not be considered.
- 4.02 The bill raised to C-DOT after rendering the services shall be subject to statutory levies like GST, Income Tax etc.
- 4.03 Rates agreed upon shall remain same throughout the period of contract. However, any revision in Minimum Wages and taxes by the appropriate Government as and when notified, will be considered only on submission of documentary evidence.
- 4.04 Offer quoted should be valid for a minimum period of 6 months from the date of opening of Technical Bid.
- 4.05 For the purpose of comparison of the rates, conditional discounts if any offered will not be taken into account. However, C-DOT reserves the right to avail of the same as part of award of the contract.
- 4.06 Tenderers are advised to understand the magnitude of the job involved before submitting their bids.

5.0 DURATION OF THE CONTRACT

- 5.01 The contract will be valid for a period of 3 years months. However, in order to evaluate the performance and quality of services, contract will cover a probationary period of 6 months. Only after the services are found to be satisfactory during the probationary period, the contract will be confirmed for a further period of 30 months under the same terms and conditions.
- 5.02 After the trial period, C-DOT alone reserves the right to terminate the contract by giving 30 days notice, without assigning any reasons thereof.

6.0 MINIMUM ELIGIBILITY CRITERIA

- 6.01 The Contractor should be registered under Shops & Establishment Act/ Companies Act/ Registrar of Firms.
- 6.02 The Contractor Should have PF/ESI registrations and GST registration number. The Contractor's annual turnover arising out of such contracts should not be less than Rs. 3.00 Crores per annum.

- 6.03 The Contractor should have a minimum of three years experience in providing Housekeeping & Allied Services.
- 6.04 The Contractor should have atleast two running contracts of similar nature and atleast one of them should be in Bangalore. The Contractor should produce proof of the same in the form of Orders, Contracts or other documents of similar nature.
- 6.05 The Contractor should have a full-fledged Office with all necessary infrastructures in Bangalore.

Supporting documents with respect to meeting the criteria listed in the above clauses i.e, from 6.01 to 6.05 should be enclosed along with Annexure I, which is an important requirement for evaluation.

7.0 TIMINGS

- 7.01 The Housekeeping, Estate Maintenance, and other allied work should be carried out on all weekdays except Sundays, National Holidays and Holidays declared at the discretion of C-DOT. The timings are liable to be changed at the discretion of C-DOT.

8.0 TERMS AND CONDITIONS OF THE CONTRACT

We require Housekeeping, Estate Maintenance, Despatch Services and related services to be carried out at our campus at Electronic City, Phase I, Hosur Road, Bangalore – 560 100 and or any other location of C-DOT in Bangalore during the pendency of the contract.

8.01 HOUSE KEEPING SERVICES

- **DAILY SERVICES :**

- Dusting of furniture, cupboards, office equipment's. Cleaning with soap-oil or liquid cleaners wherever required.
- Sweeping & Mopping floors (dry & wet) of entire C-DOT premises which includes work area, Conference rooms, labs, training centre, generator rooms, AC rooms, Amenity Block, Library, Canteen, Reception area, Board Room, Director's Complex, Doctor's Room, Transport Section, Despatch Section, Terrace area, passages, record rooms, lift, area, Security room, fire station, etc. with first quality cleaning equipments & cleaning agents twice a day as per timings specified by C-DOT Representative.
- Cleaning of skirting, pillars, walls, etc.
- Refilling/replacing packaged water bottles in the water dispensers as and when necessary.
- Thorough cleaning of all toilets.
- Cleaning of gents toilets and ladies toilets, at all floors and buildings in the Campus four times a day as per timings specified by C-DOT Representative, using the required cleaning agents, refilling hand wash, tissue rolls, naphthalene balls/urinal cakes.
- Cleaning of buckets, mugs, mirrors, taps, etc. in the toilets.
- Changing of towels twice a day in all toilets, which will be provided by C-DOT.
- Clearing of dustbins, segregation of the waste and disposal of the garbage at the waste yard as directed by the C-DOT Representative.
- Shifting of materials like PCs and related equipments, furniture, scrap items, etc., from one place to another as and when required.
- Ensuring regular water supply to toilets.
- Checking of all the taps, sanitary fittings, etc. in all the toilets and replace/ fix new fittings when required.

- Carrying out all kinds of carpentry work like fixing/replacement of locks, repairs/modification to furniture, fixing/removal of aluminium partitions, etc.
- Cleaning of Sweeping & Mopping of common passages, staircase twice a day.
- Any other activities in Housekeeping, Gardening, Despatch, etc. as and when assigned by the Admin. Representative, including during Seminars, VIP Visits, Meetings, etc.

• **WEEKLY SERVICES :**

- Vacuum cleaning & brushing of work areas, conference rooms, labs, training hall, all amenity blocks, Reception area, Doctors room, Security room, and all other buildings in the Campus
- Cleaning of all workstations.
- Cleaning of glass, novopan and aluminium channels/partitions.
- Cleaning of all doors and window glasses including frames.
- Cleaning of ceilings.
- Cleaning & perfuming of telephones, fax machines.
- Cleaning of air conditioner grills, air curtains and drainage trays.
- Cleaning of ceiling fans, pedestal fans, tube lights & all other fittings.
- Removal of cobwebs.
- Polishing of brass plates, flower vase, potholders, etc., with brass polish.
- Cleaning of water filters/water dispensers, etc.
- Lab cleaning/Data Centre cleaning activities distributed over the week.
- Any other activities in Housekeeping, Gardening, Despatch, etc. as and when assigned by the Admin. Representative, including during Seminars, VIP Visits, Meetings, etc.

Note : The Housekeeping materials should be supplied after obtaining specific approval of the Admin Representative.

The following equipment should be provided and maintained by the Contractor for carrying out the above work. The maintenance of the equipments will be the sole responsibility of the Contractor.

Sl.No.	Particulars of equipment/tools	Quantity
01	Heavy Duty Vacuum Cleaner – 15-20 ltrs. Capacity- <i>Wet & Dry</i>	2 Nos.
02	Heavy Duty Auto Scrubber Drier	1 No.
03	Heavy Duty Flipper Machine	1 No.
04	Trolleys – 500 kgs. Capacity	2 Nos.
05	Trolleys – 1000 Kgs. Capacity	2 Nos.
06	Basic Tools for Carpenter & Plumber	As required

• **OFFICE SERVICES:**

- Photocopying, filing of papers, delivering files, attending Bank transactions, payment of telephone/electricity/water bills, other work assigned from time to time, etc.

• **OTHER CLEANING:**

- Washing Service (Dry Cleaning) & Ironing.
- The materials shall be collected from C-DOT premises and returned within two days after necessary cleaning/washing/ironing.
- Cleaning of all the drainages and clearing the sewage pipes/water pipes/toilets of blockages, if any.

8.02 ESTATE MAINTAINENANCE/GARDENING ACTIVITIES

The following responsibilities will be covered under landscape maintenance:

- Daily irrigation of the planted areas.
- Lawn mowing at regular intervals, so that they do not grow more than 1” ht. at any point in time.
- Pruning and trimming of plants as and when required so that they do not look too bushy and unshaped.
- Cleaning the landscape of debris such as fallen leaves, dead / broken branches, etc.,
- Sand / Earth / Manure (will be supplied by C-DOT) application regularly to lawns & other elements of landscape.
- Fertilizer application with Nitrogenous and complex fertilizers. Fertilizers will be supplied by C-DOT.
- Pesticide application with a sprayer as required for controlling incidences of insect damage and plant diseases.
- Maintenance of indoor plants, including manure application, watering and periodical re-potting and replacement/rotation of plants frequently.
- Maintenance of a plant nursery and all other allied activities.
- Cleaning of pots, washing of leaves of indoor plants.
- Replacement of dead / damaged plants as and when required. The plants will be supplied by C-DOT.
- Cleaning and Maintenance of roads, garden areas and external trenches.
- Shifting of the dried leaves, cut grass, etc. to dumping pits / compost pits located in the Centre.
- Composed manure or fertilizers as the case may be, should be applied in flowerbeds and shrubs pits once in 30 days or as and when required.
- De-weeding the lawns, turfs, flowerbeds, shrub pits and hedge pits should be done perfectly every day. Weeded out material should be disposed off and burnt in a place identified by the C-DOT Admin Representative.
- Insecticides and Fungicides should be diluted and sprayed in the garden carefully once in 15 days or as and when required.
- Maintenance of trees includes watering, periodical manuring, hoeing the soil around plants, trimming the plants if required, etc.
- Pesticides should be sprayed over these trees / lawn / shrubs, etc. whenever it is required. If any plant dies due to improper maintenance or negligence of the tenderer, the same should be replaced at their cost, failing which cost, as estimated depending on the age of the plant should be recovered from the bills at the discretion of C-DOT.
- If it is observed that watering / maintenance has not been done properly, the same should be got executed by department / through other agencies and all such cost should be recovered by the successful tenderer and in addition, a penalty will be imposed as per the discretion of the Centre.
- During rains, if excess water is collected, the same should be cleared/drained.
- Any other allied activities as and when assigned by the Admin. Representative.

Note : The following garden equipments should be provided and maintained by the Contractor for carrying out the above work. The maintenance of the equipments will be the sole responsibility of the Contractor.

Sl.No.	Particulars of garden equipment/tools	Quantity
01	Heavy Duty Lawn Mover – Electric, 1.5 kw 230 volts, 41 cm cutting width, box capacity 60 litres	1 No.
02	Level Head Rake	6 Nos.
03	Showel	6 Nos.
04	Pruner	1 No.
05	Pruning Saw	2 Nos.
06	Wheel barrow	6 Nos.
07	Heavy Duty extension chord	2 Nos.
08	Miscellaneous manual garden tools	as per requirement
09	Brush cutter (Petrol)	1 No.
10	Tank Sprayers – 16 ltrs capacity	2 Nos.

8.03 DESPATCH SERVICES

- We receive mails, parcels both local, inland & overseas through postal services or through couriers, Fax, Telegram etc., both in the name of the organization and in the name of the employees. Similarly we will be sending mails, parcels to various places in India and overseas by similar modes. For carrying out the above functions we need Despatch personnel.
- The despatch personnel would primarily be responsible to collect the incoming mails /parcels from various sources and also responsible for prompt despatch of mails/parcels given to them.
- The functions are :
 - Collection of letters/parcels from the post offices/courier agencies, etc.
 - Despatching the letters/parcels at post office and courier Contractor.
 - Franking of letters.
 - Operating fax machines.
 - Internal distribution of mails/fax/courier to the staff.
 - Maintenance of records & submission of reports in Bilingual (Hindi and English) as and when required.
 - Following Procedures as stipulated by C-DOT w.r.t to parcels/material to be followed for GST purposes
 - Any other services entrusted by C-DOT from time to time.

NOTE: The Housekeeping and allied services mentioned are not exhaustive and any other activity relating to the said service assigned from time to time by C-DOT will be binding on the Contractor. While quoting for this tender it is understood that the Contractor has accepted to this clause unconditionally.

8.04 Any other related activities in addition to all of the above should be carried out as and when assigned by the Admin. Representative.

9.0 MANPOWER REQUIREMENT

9.01 Our manpower requirement are as follows:

Post	No	Age group
Manager	01	30-50 years

Post	No	Age group
House Keeping Supervisor	01	25-50 Years
Office Boys	10	21-35 years
Lady Housekeeper	02	21-40 years
Housekeeping helper boys	14	21-40 years
Plumber	01	25-50 years
Carpenter	01	25-50 years
Head Gardener	01	30-50 years
Gardener	04	25-50 years
Despatch Assistant	02	21-40 years
Data Entry Operator*	-	21-40 years

*Will be hired only on requirement basis.

Note : The number of personnel in various posts may be increased or decreased as per requirement at the discretion of C-DOT.

The above manpower will be utilized for all Housekeeping & allied services requirement as and when required other than their area of work.

- i. The Manager should be a graduate and should have a minimum experience of 5 years in Housekeeping, Gardening and related work. A three month Certificate course/Diploma in Housekeeping is preferable. He will be overall in charge for Housekeeping, Estate Maintenance and Despatch Services.
- ii. The Housekeeping Supervisor should preferably be a Graduate/Diploma Holder and should have a minimum experience of 3 years in Housekeeping.
- iii. The Office boys should be PUC./Diploma passed with atleast 2 years experience in their area of work
- iv. The Housekeeping Helper boys and the Lady Housekeepers should possess atleast 2 years experience in their area of work.
- v. The Despatch Assistant should be PUC passed with atleast 2-3 years experience in his area of work. He should possess working knowledge in Computer and should be able to speak , read and write in Hindi, Kannada and English.
- vi. The Head Gardener should possess a minimum of five years experience in Garden maintenance and related work. He should be capable of independently maintaining the nursery and all other allied activities in connection with the same.
- vii. The Gardeners should possess a minimum of two years experience in Garden maintenance and related work.
- viii. The plumber and carpenter should possess atleast 5-6 years experience in their area of work.
- ix. The Data Entry Operator should be PUC/Diploma passed with 2-3 years experience. The Data Entry Operator will be hired only on requirement basis.

10.0 PAYMENT SCHEDULE

- 10.01 The Contractor should submit his claim for the services rendered showing distinctly the charges payable. These claims are to be made in the first week of the month immediately following the month for which the bill is raised. The contractor shall submit their bills along with proof of PF, ESI, GST/IGST and other necessary statutory remittances /undertaking for having paid for the personnel exclusively deployed in C-DOT.
- 10.02 Payment will be made once a month after ascertaining the satisfactory Performance of contractual responsibility carried out in the previous calendar month, on verification of proof

of PF/ESI payment and ensuring the payment of wages/salary to the personnel deployed in C-DOT.

- 10.03 No advance payment claims or running bills will be entertained.
- 10.04 Income Tax any other statutory levies will be deducted at source as per rules in force from time to time.

11.0 PENALTY

11.01 All contractual obligations will be strictly enforced. Deductions will be made for poor services like -

- The Failure to follow statutory provisions of PF, ESI and other laws related to Labour welfare will result in termination of contract/forfeiture of Security Deposit apart from the penalties levied by the Statutory Authorities.
- Non-maintenance and damage to C-DOT assets or equipment's etc., caused by the Contractor's staff will result in levying penalty amounting to the acquisition cost of assets.
- Absence of your personnel without prior permission from CDOT Admin Representative.
- Refusing to carry out the work as specified within the time limit set by C -DOT Representative.
- Failure to carry out any of the weekly services on time.
- Misbehavior/Act of indiscipline like quarreling, abusing etc., causing disturbance in the premises.
- Your personnel not reporting in Uniform.
- Your personnel found idling without performing the assigned work.
- Non-performance of duty, delays, loss of letters/parcels, etc. due to the negligence of your personnel.
- Delay in pruning of plants, trees, maintenance of lawn, and related garden maintenance work resulting in their over growth, etc.
- In case of loss/damage to the curtains, table cloth, towels, etc., given for washing and ironing.
- Any other issue/shortcomings/lapse other than the above as occasion demands at the discretion of C-DOT.
- The decision of C-DOT will be final with regard to levying of penalty.

11.02 Penal deduction will also be made for any other poor services on the basis of assessment by C-DOT at its discretion. The defaulting staff posted by you should be replaced immediately in such cases.

11.03 The decision of C-DOT will be final with regard to levying of penalty.

11.04 The above are not exhaustive. The decision of the C-DOT representative will be final with respect to the extent of penalties being levied.

Indemnity Bond :

Successful tenderer should indemnify C-DOT (Centre) against any claim by any authority. In the event the Centre has to pay any individual, statutory body or any Contractor for reasons directly or indirectly attributable to this contract, the contractor only should pay such claim/damages and even if the Centre is called upon to pay such damages/penalties, the Contractor will reimburse the same. This is subject to the condition that the Centre complies with various requirements in respect of the laws applicable to it.

12.0 OTHER TERMS AND CONDITIONS

- 12.01 In case of additional manpower/services required during the contract period, the same has to be provided at the contract rates only. Similarly, C-DOT reserves the right to curtail the manpower/services on pro-rata basis, if necessary.
- 12.02 If the salaries/wages are not paid to the personnel within the stipulated time, the same will be paid by C-DOT and recovered from the contractor with appropriate penalty as deemed fit. It shall be obligatory for the Contractor to make payment of wages to his personnel deployed at C-DOT by 7th of each month to the Bank account of the respective personnel and issue salary slips. The bank statement to the effect of payment of wages should be submitted to the Admin. Representative.
- 12.03 C-DOT reserves the right to terminate the contract if the services provided are not satisfactory. C-DOT as its sole discretion can terminate the contract without assigning any reason whatsoever by giving 30 days notice to the Contractor.
- 12.04 The Contractor or his authorized representative has to attend a meeting every fortnight for discussion/and evaluation of performance with the C-DOT representative. The C-DOT representative will intimate the date and time of the meeting.
- 12.05 The Contractor shall be entirely responsible for the materials, tools & equipments handed over by C-DOT. The Contractor will also be solely responsible for his tools, equipments, etc.
- 12.06 The Contractor shall provide uniform, identity card including gumboots, shoes, caps, gloves, etc. (as and when required) to all the staff members, in absence of which the staff will not be allowed inside the C-DOT premises.
- 12.07 The contractor should ensure that his personnel use proper safety signage while cleaning to avoid any accidents.
- 12.08 The Contractor should ensure that all safety precautions are adhered to while carrying out activities like cleaning at heights, lighting fixtures, etc.
- 12.09 The Contractor should provide four bi-cycles for the use of his personnel inside the C-DOT Campus. The maintenance of the bi-cycles will be the sole responsibility of the Contractor.
- 12.10 Dispute(s), if any arising out of the above tender/contract will be referred to Courts/Consumer Forums having jurisdiction over Bangalore only.

13.0 STATUTORY OBLIGATIONS

- 13.01 The following statutory regulations/Acts should be strictly adhered to during the period of contract. The Contractor shall be solely responsible for any failure to fulfill the statutory obligations mentioned below and all other necessary statutory requirements. All necessary statutory documents, records like log book, wage registers, attendance registers, ESI and PF Registers, etc., should be maintained and produced on demand.

1. The Contract Labour (Abolition & Regulations) Act
2. Payment of Wages Act
3. Provident Fund Act
4. Employees State Insurance Scheme
5. Payment of Bonus Act
6. Minimum Wages Act as per Central Govt. guidelines

Miscellaneous :

C-DOT will not be directly responsible for any accident, death or injury to your employees which would arise during the course of their duty nor would we be responsible/ liable to pay damage or compensation to such persons. The Contractor/Contractor should at all times

indemnify and keep C-DOT indemnified against all claims which may be made under Workmen Compensation Act, any statutory modifications thereof or otherwise for or in respect of any damages or compensation payable in consequence of any accident or injury sustained by any workman while in our premises or during course of their duty. The Contractor/contractor will also be responsible for appropriate insurance coverage of their employees.

Any payment to be made by C-DOT to any statutory authority due to non-adherence of the stipulated norms should be borne by the Contractor.

14.0 SECURITY DEPOSIT

- 14.01 Security Deposit equivalent to Rs.7,50,000/- (Rupees seven lakhs and fifty thousand only) has to be deposited with C-DOT by way of DD at the time of signing the contract. This will be returned interest free on successful completion of the contract or further renewals thereupon.

Or

The contractor should provide C-DOT with the Bank Guarantee equivalent to Rs.7,50,000/- (Rupees seven lakhs fifty thousand only) from any nationalized bank or international bank of repute, in the prescribed format. The above Bank Guarantee should be valid for over three months after the expiry of the period of the contract. C-DOT will be free to encash this Bank Guarantee in the event of any failure on the part of the Contractor to meet his obligations under the contract or in the event of any demand by the concerned Statutory Authorities for the dues from the Contractor at its sole discretion.

- 14.02 After acceptance of the contract if any/all the terms and conditions of the contract is /or violated, C-DOT reserves the right to terminate the contract. In such cases, the security deposit will be forfeited to C-DOT at its discretion.

TECHNICAL BID
Annexure I

(Enclose DD towards cost of Tender Document, if downloaded, the Company Profile with supporting documents along with the Technical Bid)

C-DOT/TENDER/ADMIN/HK/2019-2022/020

ANNEXURE A

1.0 PROFILE OF THE COMPANY/CONTRACTOR	
1.1 Name of the Company/Contractor and Registered Address & Registration details	
1.2 Legal Status <ul style="list-style-type: none"> ➤ Individual, ➤ Proprietary Firm ➤ Partnership Firm ➤ Private Ltd. Co. ➤ Others (specify) (Specify and Enclose Supporting Documents)	
1.3 Name of the Individual/Partners/Directors, address designation & occupation	
1.4 Is your Company/Contractor carrying out any other trade/Business in addition to Housekeeping & Allied Services? Furnish particulars of the other trade /business carried out.	
1.5 If there are branches, furnish names & location of all branches.	
1.6 Mention the annual turn-over of the Contractor from Housekeeping & Allied Services for the years, 2016-17 & 2017-2018? Enclose supporting documents.	2016-2017 - Rs. _____ 2017-2018 - Rs. _____
1.7 Please provide your Banker's name and address.	
1.8 No. of years experience in the of your Contractor/ company in the field of Housekeeping & Allied Services only.	

1.9 No. of employees on the rolls of your Contractor/Company.	
2.0 STATUTORY DETAILS	
2.1 Are you Registered under the following and if yes provide the Regn. Nos.: <ul style="list-style-type: none"> ➤ Employees State Insurance Act 1948 ➤ Provident Fund & Miscellaneous Provision Act 1952 ➤ PAN No. issued by Income Tax Authorities ➤ GST (Enclose Registration/Certificate Copies)	YES/NO - Regn. No. _____ YES/NO- Regn. No. _____ YES/NO - Regn. No. _____ YES/NO - Regn. No. _____
2.2 Have you registered with <ul style="list-style-type: none"> (a) Central Labour Authorities (b) LIN No. if registered (If yes, Enclose supporting documents)	YES / NO No. _____
2.3 Specify whether there are any issues/ disputes against your Contractor before Commissioner Provident Fund, Commissioner ESI, Income Tax authorities, Labour Tribunal Authorities, etc.	
2.4 Specify whether at any point in time your Contractor/firm/Company was banned or de-listed by any Government or quasi Government agencies or PSUs.	YES / NO
3.0 INFRASTRUCTURE	
3.1 Furnish details of infrastructure maintained by your Contractor/ Company for providing Housekeeping & Allied Services.	
3.2 Fax Nos. and Email IDs of the Office in Bangalore.	
3.3 Details of contact persons in your Office with Mobile phone numbers and Email IDs.	
4.0 WELFARE MEASURES	
4.1 Is any transport facility provided to your staff?	
4.2 Do you issue Uniform to your staff at subsidized rate / free of cost / on full payment, please specify?	

4.3	Do you pay bonus? If so, what is the quantum of bonus proposed to be paid?	
4.4	Any other welfare measure provided in addition to the above?	
5.0 GENERAL		
5.1	Who are the major corporate clients of your Company / Contractor to whom Housekeeping & Allied Services are provided? Furnish Name, Designation & Telephone No. of the Officers of your client Companies. a. Served over 5 years b. Served over 3 years c. Existing (Furnish the information in the format enclosed herewith duly signed by the authorized signatory)	
5.2	No. of existing Contracts for Housekeeping & Allied Services and the no. of manpower engaged in each contract?	
5.3	What is the time limit you require to take over the services if you are selected?	
5.4	Furnish any other information with supporting documents which may help C-DOT in assessing your Company's / Contractor's capabilities.	
6.0 EARNEST MONEY DEPOSIT		
6.1	Submission of DD towards EMD along with the commercial quote in favour of C-DOT, Bangalore.	Submitted / Not Submitted
NOTE: Information sought above may be given in separate sheets, if the space provided above is not enough.		
<p>I certify that all the information furnished above are true to my knowledge. I have no objection to C-DOT verifying any or all the information furnished in this document with the concerned authorities, if necessary. I also certify that I have understood all the terms and conditions indicated in the Enquiry and in agreeing for the same, I am signing this document as an authorized signatory in the capacity of _____.</p> <p>Date : _____ Signature: _____</p> <p>Place : _____ Name : _____</p> <p>Designation _____</p> <p>Seal of the Company/ Contractor</p>		



UNDERTAKING

C-DOT/TENDER/ADMIN/HK/2019-2022/020

I hereby certify that I have submitted the Demand Draft for Earnest Money Deposit as per the Terms and Conditions of the tender document in my Financial Bid (Envelope-B).

If the Demand Draft is found to be invalid, C-DOT shall be free to take suitable legal and/or other action against us, as deemed appropriate.

Date : _____

Signature: _____

Place : _____

Name : _____

Designation : _____

Seal of the Company/Contractor

Details of Clients

Name of the Company/Contractor: _____

I Existing Contracts for Housekeeping & Allied Services

Details of Client	Annual Value of the Contract	Contract Valid upto	Contact Person Name, Designation & Contact Nos.

II Contracts served for over 3 years

Details of Client	Annual Value of the Contract	Contract Valid upto	Contact Person Name, Designation & Contact Nos.

Note : Additional information of clients, if any, can be provided in separate sheets.



TENDER NO. C-DOT/TENDER/ADMIN/HK/2019-2022/020
FOR PROVIDING
HOUSEKEEPING & ALLIED SERVICES

CERTIFICATE

I/We hereby certify that I have studied all the terms and conditions of the tender document, understood the same and hereby accept the same and signing this document as an authorized signatory in the capacity of _____.

I / we certify that our Company/Contractor has not been blacklisted/debarred from doing business by any customer organization (including Govt.) during last three financial years.

I / we have no objection to C-DOT verifying any or all the information furnished in this document with the concerned authorities, if necessary. If at any stage the information furnished is found to be incorrect, C-DOT shall be free to take appropriate legal action against us including but not limited to termination of contract and forfeiture of security deposit.

I/We hereby confirm we will provide services as per the terms and conditions of the contract awarded, failing which C-DOT will be free to make alternate arrangements at our risk and cost. We also confirm that in case of unsatisfactory services, C-DOT has the right to take any legal course of action against us.

I/We agree to provide services as per the rates quoted by us.

Date : _____ Signature _____

Place : _____ Name _____

Designation _____

Seal of the Company / Contractor

**COMMERCIAL BID
(ANNEXURE II – A, B, C & D)**

EMD by way of Demand Draft to be enclosed to this part only

DD NO.	DATE	BANK NAME / ADDRESS	AMOUNT (RS.)

C-DOT/TENDER/ADMIN/HK/2019-2022/020

COMMERCIAL BID – ANNEXURE II-A

Name of the Company/Contractor: _____

Rates to be quoted for Manpower individually. The rate should be inclusive of all except applicable taxes which may be specified separately.

Sl No:	Post	No. of Posts	Rate per post per month	Total Cost
1.	Manager	01		
2.	House Keeping Supervisor	01		
3.	Office Boys	10		
4.	Lady Housekeeper	02		
5.	Housekeeping helper boy	14		
6.	Plumber	01		
7.	Carpenter	01		
8.	Head Gardener	01		
9.	Gardener	04		
10.	Despatch Assistant	02		
11.	Data Entry Operator*	01		

*will be hired only on requirement
GST/IGST _____% (specify)

Note : Give complete details of salary components like Basic Pay, DA, PF, ESI, Bonus, administrative charges, service charges, etc. for all of the above posts individually.

Quotes with nil service charges will not be accepted.

SALARY/WAGE BREAKUP DETAILS

C-DOT/TENDER/ADMIN/HK/2019-2022/020
HOUSEKEEPING & ALLIED SERVICES

Name of the Company / Contractor: _____

Category of Post : _____

Sl.No.	Salary / Wage Details	Amount	Remarks, if any
	Basic Wages+VDA		
	ESI		
	EPF		
	Bonus		
	Other Salary / Wage components (specify)		
	Service Charges		
	GST		

Note : The percentage of the above wage /salary components should be specified clearly . Additional columns for wage/salary component, if required may be included.

The above salary / wage breakup details should be provided for all categories of post in the above format as per the tender terms and conditions.

Quotes with nil Service charges will be rejected.

C-DOT/TENDER/ADMIN/HK/2019-2022/020

COMMERCIAL BID – ANNEXURE II-B

Name of the Company/Contractor: _____

Rates to be quoted for the following skilled/semi skilled / unskilled manpower required by us on casual basis rates may be quoted on per day per person basis. The rate should be inclusive of administrative charges, services charges, etc.

Sl.No.	Particulars	Rate per day
01	Data Entry Operator	
02	Carpenter	
03	Plumber	
04	Mason cum Painter/Polisher	
05	Mason Helper	
06	Painter cum Polisher	
07	Casual Labour for shifting, clearing of unwanted vegetation & other work of similar nature	

GST/IGST _____% (specify)

C-DOT/TENDER/ADMIN/HK/2019-2022/020

COMMERCIAL BID – ANNEXURE II-C

Name of the Company/Contractor: _____

VARIABLE COST TO BE QUOTED FOR THE FOLLOWING:

Sl No	Services Required	Rate (Rs) Each Unit
	Dry Cleaning & Ironing of :	
1	Big curtains	
2	Small curtains	
	Washing & Ironing of :	
1	Table cloth (big) 52"x54"	
2	Bed sheet (single)	
3	Towels 25"x56"	
4	Pillow Covers	
5	Lab Coats	
6	Sofa head rest cloth	
7	Blanket (Single)	

GST/IGST _____ (specify)

C-DOT/TENDER/ADMIN/HK/2019-2022/020
COMMERCIAL BID – ANNEXURE II-D

Name of the Company/Contractor: _____

RATE TO BE QUOTED FOR THE FOLLOWING ITEMS:

Sl.No.	Description	Unit	Rate per Unit
1	Table Duster Cotton Cloth (First Quality) Size 1 x 2 ft	No.	
2	Rubber Wiper (First Quality)	No.	
3	Liquid Hand wash (Dettol /Fem or Equivalent)- LEMON Only	Litre	
4	Soft Broom (555 make or equivalent)	No.	
5	Hard Broom (First Quality)	No.	
6	Floor Mop (First Quality)	No.	
7	Floor Mop refill (First Quality)	No.	
8	360 spin Magic Mop Set (First Quality)	1 Set	
9	Refill for 360 Mop	No.	
10	Dry Mop (First Quality)	No.	
11	Dry Mop refill (First Quality)	No.	
12	Scrubber (Scotchbrite or equivalent)	No.	
13	Toilet cleaning brush	1 No.	
14	Steel Wool (First Quality)	Kg.	
15	Naphthalene Ball (First Quality)	Kg.	
16	Toilet Tissue Paper Roll (Godya make or equivalent)	Roll of 350 pulls each)	
17	Garbage Bag (Small)	1 Pkt. of 50 each	
18	Garbage Bag (Big)	1 Pkt. of 50 each	
19	Polythene carry bags (small)	1 Pkt. of 100 each	
20	Bleaching Powder (First Quality)	Kg.	

Name of the Company/Contractor: _____

Sl.No.	Description	Unit	Rate per Unit
21	Dettol/Savlon antiseptic	Litre	
22	Air freshner packets (Godrej/Odonil)	Nos.	
23	Thinner (First Quality)	Litre	
24	Spray Gun	No.	
25	First quality Urinal mats	No.	
26	Disposable Face Mask	No.	
27	Rubber hand gloves – big	No.	
28	Hit /Equivalent -Herbal(Mosquito)-500 MI	No.	
29	First quality Patti Blade	No.	
30	High reach Cobweb Duster / Brush	No.	
31	'T' Brush	No.	
32	Plastic Bucket (First Quality) Princeware/Equivalent - 15 Litres capacity	No.	
33	Plastic Bucket (First Quality) Princeware/Equivalent – 10 Litres Capacity	No.	
34	Plastic Garbage/Dustbin with Lid (First Quality) Princeware/Equivalent – 7 litre capacity	No.	
35	White Cotton Turkish Towels (First Quality) Size 2 x 4 ft (JUMS/Equivalent)	No.	
36	Germ free	1 litre	
37	R1 Taski (Wash Basin & Tiles-Cleaner) or equivalent (First Quality)	1 litre	
38	R2 Taski (Floor Cleaner – Toilets) or equivalent (First Quality)	1 litre	
39	R3 Taski (Glass Cleaner) or equivalent (First Quality)	1 litre	
40	R4 Taski (Furniture Cleaner) or equivalent (First Quality)	1 litre	
41	T5 Taski (Room Cleaner) or equivalent (First Quality)	1 litre	
42	R5 Taski (Room Cleaner) or equivalent (First Quality)	1 litre	
43	R6 Taski (W/C & Urinals) or equivalent (First Quality)	1 litre	
44	R7 Taski (Floor Cleaner) or equivalent (First Quality)	1 litre	

Name of the Company/Contractor: _____

Sl.No.	Description	Unit	Rate per Unit
45	D7 Stainless Steel Polish or equivalent (First Quality)	1 litre	
46	Taski 101 (Shampoo for chairs, carpets,etc.) or equivalent (First Quality)	1 litre	
47	Room Freshener (Godrej/Odonil/Airwick or equivalent) 240 ml.	No.	
48	Embrall	No.	
49	Caustic Soda	1 Kg.	
50	Brasso Polish -100 ml	No.	
51	Dust Pan Plastic	No.	
52	Feather Duster	No.	
53	Keyboard Cleaning Brush	No.	
54	Sponge	No.	
55	Glass Cloth – Small	No.	

GST/IGST : _____ (specify)