

File No.D-21013/66/2011-DC  
 Ministry of Health and Family Welfare  
 Directorate General of Health Services  
 Central Drugs Standard Control Organization  
 FDA Bhawan, Kotla Road

New Delhi-110002  
 Dated: 29.12.2011

TENDER NOTICE

Subject: Re-Tendering for Housekeeping and General Cleanliness in the CDSO(HQ), FDA Bhawan, Kotla Road, New Delhi.

On behalf of Drugs Controller (India), sealed tenders are invited for award of Annual Contract for Cleanliness and General Maintenance of premises, occupied by Central Drugs Standard Control Organization at FDA Bhawan, Kotla Road, New Delhi, from eligible and interested firms/agencies located within the NCT of Delhi and having experience in the field for Caretaking, Cleanliness & General Maintenance as per the terms and conditions given in the following paragraphs. Total estimated value of the Annual contract will be app. Rs. 14.00 lacs. The contractors/ firms may download the tender document from the Ministry's website [www.mohfw.nic.in](http://www.mohfw.nic.in).

2. The tender is for awarding the contract for cleanliness and general maintenance of premises occupied by CDSO(HQ) at FDA Bhawan (ground floor to 2<sup>nd</sup> floor) and including corridors, toilets, lobby/common areas, entrance gate, rooms, library, committee room, staircases, lift etc. The details of the job (quantum of work) which is to be carried out between 8.30 AM to 6.00 PM on all working days including Saturdays or Sundays except National Holidays is as under:-

S.No.	Description of area	Job to be performed	Frequency
1	Entrance Gate of the building and lobby/common area, corridor.(ground floors to 2 <sup>nd</sup> floor)	Sweeping and wetmopping with phenyl, cleanzo and harpic. Removal of waste paper and any other rubbish/garbage.	Daily * on every two hourly basis.
2	Window Panels, Staircases, walls and railings, ventilators, doors, notice boards, switch boards and electrical fittings etc in corridors and all 54 rooms in above mentioned floors.	Cleaning, dusting, removing of cobwebs, stains of entire surfaces	Daily
3.	Toilets (18 No) in the above mentioned floors.	Intensive Cleaning of toilet floors and dado tiles, WCs, urinal pans, looking mirror and	Daily on hourly basis.

		washbasins. Restocking of toiletries in toilets, like liquid soap, naphthalene balls, napkins. Cleaning of dustbin in toilets and space in and around water coolers.	
4.	Rooms (54), Library and Committee Room in above mentioned floors.	Dusting, Sweeping and wet mopping with phenyl, cleanzo and harpic. Removal of waste paper and any other rubbish/garbage.	Daily
5.	Entire floors (ground to 2 <sup>nd</sup> ) common areas, corridors and all rooms as mentioned above including staircases, toilets and walls	Complete cleaning/washing by using Vim/Nirma and scrubbing of the entire premises with 1.50 HP machines or equivalent machines, dusting of walls, ceiling from top downwards, cleaning of water coolers, sanitary/water fixtures electrical boards etc.	Weekly on Saturdays or on Sundays.
6	Entire floors electrical works and plumber related works in Ground Floor to 2 <sup>nd</sup> Floor.	The work to be Performed by the agency on as and when required basis (Ground floor to 2 <sup>nd</sup> floor).	As and when required.

2. Only firms having experience of at least two years in the relevant field of providing housekeeping/ cleaning services on outsourcing basis to Government Ministries/ Departments/ Government Organizations/PSUs/ Corporate Sector etc. need to apply. The tenders of un-registered firms will not be entertained. While submitting the tender, the intending tenderer shall have to furnish to CDSCO(HQ) self attested copies of following certificate/ documents:

(i) Proof of executing order of cleaning/housekeeping at least worth Rs. 12 lacs (rupees twelve lacs) for the last two years i.e. years 2009-10, 2010-11 and current financial year. The experience certificates should be issued by officers of the level of Section Officer and above.

(ii) Copies of valid certificates of Income Tax clearance, Service Tax, PAN number and any other tax as applicable for last two years, (iii) Details of the Firm/ Company in case of Partnership Firm.

3. The tender forms complete in all respect should be sent in a sealed cover and super-scribed as "Tender for Annual Rate Contract for cleanliness and general maintenance of CDSCO" and should be submitted to the CDSCO, addressed to Section Officer, Drugs Control Section, 2<sup>nd</sup> Floor, CDSCO, FDA Bhawan, Kotla Road, New Delhi-110002, latest by 3.00 PM on 06.1.2012.

4. Late/ delayed tenders due to any reason, whatsoever will not be accepted / considered, at all, under any circumstances. !

5. The tenders received will be opened at 3.30 PM on 06.01.2012 in the

presence of the authorized representatives, if any, of the bidders in this office. Request for extension of opening date of tenders will not be considered. Tender will also be opened on scheduled date and time in case of non-presence of any representative of the agencies.

6. The tenderer should sign and stamp the Annexure-I II& III as having read and understood the terms & conditions contained in the tender notice and submit the same along with requisite information. The tenderer would fill up the technical information in the Annexure-I & III, which may be put in a sealed cover, clearly marking it as "Technical Bid". The technical bid/ tender should be accompanied by an Earnest money Deposit (EMD) of Rs. 100,000/- (rupees one lac only) in the form a crossed Demand Draft/ pay order drawn in favour of Pay & Account Officer, DGHS, New Delhi. The tender received without EMD or the tenders, incomplete in any respect shall be summarily rejected and no tenderer shall have any right to represent. The Annexure -II should consist of financial bid which should be put in another sealed cover clearly marking as "Financial Bid". Both the sealed cover envelopes can be put in a single cover while submitting the proposal to this office. The blank Annexure I, II & III are enclosed at the end of this document in clear and legible terms. Wherever, the prices are to be quoted the same should be written in figures and words as well. The quoted prices should also include the impact of all over-heads. The proposals in Annexure I II& III will have to be signed and stamped by the firm through its authorized signatory. The financial Bid of only those will be opened whose Technical Bid fulfills the conditions contained in this tender document. The EMD of the unsuccessful bidders shall be discharged/ returned as promptly as possible as but not later than 30 days after awarding the annual rate contract to successful bidder by the CDSCO and no interest would be paid thereon. The EMD of the successful bidder shall be returned after executing the agreement and depositing Security Deposit.

7. The Drugs Controller General (India), CDSCO reserves the right to accept or reject any tender, in whole or in part thereof without assigning/ specifying any reason therefor. He shall also have the right to relax any of the terms and conditions mentioned in the tender document as per exigency of work.

8. Intending bidders are advised to visit the place of work for assessing the nature and volume of work realistically before quoting the rates.

9. The cost of cleaning materials, equipments, machines and related labour and transportation charges shall be borne entirely by the firm to whom contract had been awarded.

10. The contract will remain in force for a period of one year from the date of award. On acceptance of the contract, the firm concerned shall have to deposit a sum of Rs. 100,000/- (Rupees one lac only) towards Security deposit, which shall be interest free, within seven days from the date of acceptance of the offer. The firm concerned shall deposit the Security Deposit in the form of Performance Bank Guarantee / Fixed Deposit Receipt in favour of P&AO, DGHS, New Delhi. The Security Deposit is refundable on successful completion of the contract. There is no obligation on the part of the CDSCO to intimate the unsuccessful tenderers of the outcome of the tender process.

11. The firm entrusted with the work shall have to carry out the contract at the rates approved by the CDSCO, which shall be valid for the whole of the period of the contract and no upward revision will be allowed during the period of the contract under any circumstances.

12. The EMD shall stand forfeited if a bidder withdraws or amends the bid/tender, or impairs or derogates from the tender in any respect during the period of bid, or in case successful bidder fails to sign or accept the contract within the stipulated period. The EMD shall also stand forfeited in the event of pre-mature withdrawal of the tender (s) by any of the tenderer (s)

13. Bidders /Agency who are having near relative(s) employed in this CDSCO(HQ)/ DGHS or Ministry of H&FW are not allowed to participate in the tender. The firm should give a certificate as given in the Annexure-III that none of his/ her relative is working in the CDSCO/DGHS/Ministry of H&FW. In case of the proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the directors of the company. Due to any breach of these conditions by the company or firm or any other person of the Firm/ Company the contract will be cancelled and Security deposit will be forfeited at any stage whenever it is noticed and CDSCO will not pay any damage to the firm or company or the concerned person. The company or firm or the person will also be debarred from further participation in any contract/tender of CDSCO(HQ).

The near relatives for this purpose are defined as:

- (a) Member of Hindu undivided family,
- (b) They are husband and wife
- (c) The one is related to the other in the manner as father, mother, son(s) and son's wife (daughter in law)' Daughter (s) and daughter's husband\* (son in law), brother(s) and brother's wife, sister(s); and sister's husband (brother in law).

14. Payment:

(a) The bills in duplicate, for the services prepared on the basis of rates will have to be submitted in favour of Drugs Controller General (India), Central Drugs Standard Control Organisation, DGHS, FDA Bhawan, Kotla Road, , New Delhi for effecting payment together with, the certificate of satisfactory performance duly signed by the authorized signatory/concerned officers. No advance payment shall be made for the services.

(b) The payment will be released through crossed cheques and income tax and other taxes, if any, shall be deducted against bills submitted.

15. Terms and Conditions of cleaning work:

(i) The work shall be carried out satisfactorily as per the directions of the competent authority of the CDSCO (HQ).

(ii) The competent authority in this office reserves the right to impose a monetary penalty not exceeding 10% of the monthly contractual charges of the respective items, if he notices or it is brought to his notice any unsatisfactory cleaning, non-wearing of uniforms by the employees deputed by the contractor firm.

(iii) The contractor shall deploy adequate manpowers/ workers (as mentioned

in financial bid) (including one supervisor, and at least two number of female workers) and services of Electrician and Plumber shall also be provided as and when required, for cleaning/maintenance of premises occupied by CDSCO(HQ) (ground floor to 2<sup>nd</sup> floor), FDA Bhawan, Kotla Road, New Delhi.

The normal working hours shall be from 8.30 am to 6.00 PM daily i.e. 8.30 hrs. except on Sundays and National Holidays with a break for lunch from 12.30 PM to 1.30 P.m. or as desired by the competent authority. During lunch break, the contractor would ensure that the cleaning etc is not hampered.

(iv) The CDSCO shall not provide any cleaning material/machine equipment for the cleaning work. However, the contractor can use water from toilets for washing/ cleaning work. All other cleaning material/ machine equipment shall be brought by the contractor.

(v) The contractor shall use standard cleaning materials of reputed companies only. Samples of chemicals, detergents, liquid soaps, acids, garbage bags etc. used for cleaning work should be got approved by the Section officer of Drugs Control Section, CDSCO(HQ), FDA Bhawan, New Delhi.

(vi) Initial sweeping & mopping of all areas must be completed by 9.15 am positively everyday, failing which monetary penalty of Rs. 250/ per day shall be imposed and recovered from the contractor's bill. A penalty of Rs. 100/- per day shall also be recovered from the contractor's bill if any worker is found missing/ absent from duty. The attendance of the workers will be taken by the Caretaker/ authorized person/Officer of this office.

(vii) Cost of any damage done to tiles/ wooden articles, wooden walls, false ceilings, wooden fittings/ fixtures/furniture, any other surface, equipment, machines, material, toilet/sanitary fittings, electrical fittings, lights, switches & boards etc or any Government property within the premises of the buildings due to mishandling by the employees deployed by the contractor or use of inferior quality cleaning material/defective machines shall be borne by the contractor and he shall repair/replace the damaged part/portion immediately. In case the contractor fails to make good the loss to the satisfaction of the competent authority, Drugs Controller (India), the DCI shall, at its discretion, deduct such amount from the bills of the contractor as it may decide sufficient, to make good the loss. No appeal for review /write off the loss shall be entertained.

(viii) All waste material including malba etc. lying in corridors, staircases etc will have to be removed and thrown into the dustbin located outside the building premises. It will be the responsibility and duty of the contractor to ensure that there is no water accumulation anywhere inside the premises of the building, especially in the bathrooms/toilets.

(ix) All the waste and garbage shall be collected and transported to NDMC/MCD/CPWD dust bin /incinerator by the contractor at his own risk and cost.

(x) (a) The contractor shall arrange required number of scrubbing machines with moppers (1.50 HP) or equivalent and heavy duty scrubbing machines with moppers of (1.50HP) for scrubbing of floors. These machines should be available on Saturdays, Sundays except national Holidays and shall be operated on said days and if machines are not available on above mentioned days or not put in use, a penalty of Rs. 500/- per day will be imposed and recovered from the contractor's monthly bills. The aforesaid penalty shall be in addition to the penalty clause stipulated as in sub-para 15 (vi) above. The decision of the competent authority in the Department shall be

final and binding on the contractor and shall not be open to arbitration, (b) The floor area adjoining the walls, which may remain un-scrubbed even after using scrubbing machines, are to be cleaned by the contractor by using iron brushes, Carborandum stones and with suitable detergents. No extra payment or cost shall be paid on this account.

(xi) (a) There are 18 nos of toilets/ bathrooms. This will include cleaning and washing of urinals w.c. pans, marble flooring/ tiled walls, taps and fittings with detergent powder and liquid phenyl daily. Arrangement will also be made to see that liquid soap and Phenaphthalene balls are always available. In addition, periodical cleaning of stained pottery items shall be done as and when required to keep the things in neat and tidy conditions. Arrangements will also be made for application of room freshener and providing odonil sticks etc. The contracting agency shall be made responsible not only for up keep of the toilets but also for keeping necessary staff to ensure that the common toilets are not misused.

(b) Sweeping/Cleaning and dusting of all rooms (about 54 rooms/ Library/Conference Hall) /common area/corridors, removal of cob webs, glass cleaning mopping up of floors and stair cases etc. The contracted agency shall be responsible for keeping the area satisfactorily neat and clean;

(xii) The contractor shall be wholly responsible for the conduct/integrity of each supervisor/sweeper/worker deputed by him.

(xiii) The contractor himself shall be responsible for the safety land maintenance of his tools and materials. No damages/claim of the contractor on this account shall be entertained.

(xiv) The contractor will supply sufficient sets of uniforms, badges; and gumboots to each sweeper, who shall invariably wear the same while at work and also keep the uniform clean. If during working hours, any sweeper is found to be without uniform/badges, he/she will be marked absent and recovery as per condition will be made from the contractor's bills.

(xv) Under no circumstances shall the contractor appoint any sub contractor or sub-lease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated without any notice by the officer-in-charge.

(xvi) The sweepers shall be under the direct control of the supervisor/officer in-charge or his/her authorized representative for day-to-day maintenance operations.

(xvii) Electricity will be supplied free of cost to the contractor, but necessary arrangement for lead wires, cable (shock proof) etc. shall be arranged by the contractor and nothing extra shall be paid on this account.

(xviii) Income Tax and surcharge as usual shall be recovered from the gross amount of the contractual charges.

(xix) The contractor shall at his own cost, if required, take necessary insurance coverage in respect of his staff and other personnel for service to be rendered and shall also, during the currency of the contract, comply with all relevant labor laws as may be applicable or modified from time to time by the concerned authorities and in no case the CDSCO would compensate for the losses and damages of material/manpower.

(xx) The firm shall comply with all the prevalent rules and regulations in Force relating to EPF Act, Minimum Wages Act, ESI, etc.

(xxi) Necessary T&P for items such as ladder etc. shall be arranged by the contractor himself. No extra payment shall be paid on this account.

(xxii) The contractor shall supply to his workers all gadgets/articles required for safety purposes, such as gas masks, torch, safety belt, 'gas lantern etc. He may also maintain a First Aid Box to meet any emergency situation in respect of staff deputed by him.

(xxiii) The material for daily use like vim powder, liquid soap, Pheapthalin balls, Hydrochloric Acid, Odonil balls/stick, fresheners, toilet Soap, phenyl, sanitary cubes, toilet paper, tissue paper, Finit, Homocol liquid soap, pochha, hand duster, toilet brush, plastic seekh brooms, jala brush, cleenjo, teepol, platform brush, wiper, soft brooms, surf etc. shall be arranged by the contractor himself. **Such articles shall be deposited by the firm in the first week of every month to the authorized official of this office who will issue the same to the workers as and when required and keep a proper record in this regard.**

(xxiv) Only superior quality hand gloves/rubber gloves shall be used by the workers for cleaning purposes.

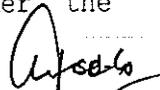
(xxv) The dusters/brushes or other tools used for cleaning of WC and urinals shall not be used for cleaning of washbasins, for which a separate duster of disposable tissue napkins shall be used. The cleaning of hard floor other than toilet areas such as staircase etc shall be maintained separately and the duster used for cleaning of these areas shall not be used for cleaning the toilet areas.

(xxvi) All the duster clothes shall be cleaned /washed with soap at least once in a day. These dusters can only be used for seven days for toilets and 15 days for other areas.

(xxvii) While working on machines operated on electricity, the workers operating the machine should be provided with proper gum boots and 'hand gloves so as to ensure his/her personal safety against any possible electric shock due to use of water or otherwise.

(xxviii) The decision of the authorized officer regarding the satisfactory standard of cleanliness shall be final and binding on the contractor. The contractor shall comply with the monitoring mechanism/system as advised by the CDSCO.

(xxix) The contract will be valid for a period of 12 months from the date of its award. However, in the event of service rendered being found unsatisfactory or in the event of any other unforeseen circumstances the contract is liable to be terminated without assigning any reason thereof, after giving one month's notice. The decision of the Drugs Controller (India), CDSCO in this regard shall be final and binding on the contractor. All disputes in connection with annual contract will come under the jurisdiction of Delhi High Court, Delhi only.

  
(Pitam Singh)

Dy. Director Admn.(D)

Copy to:- Technical Director, NIC, MOHFW with the request to upload the Tender document on the Website of Ministry of Health and Family Welfare for wide circulation.

**TECHNICAL BID**  
**CLEANING AND HOUSEKEEPING SERVICES**  
 (To be filled up by the tenderer)

Having read and accepted all terms and condition in the Tender Document, we submit the details for cleaning and general maintenance as follows:-

1.	Name and address of the registered office of the firm/agency	
2.	Name of the owner (s)/ Partner (attach Bio-data of all partners)	
3.	Telephone Numbers	
	(i) Residence	(i)
	(ii) Office	(ii)
	(iii) Mobile number	(iii)
4.	Name of organizations/offices, where the firm is presently providing cleaning services (mention only two addresses and phone no.)	
5.	Details of EMD	
6.	(a) Whether the firm/agency is registered attached copy certificate of registration (b) Service Tax number (copy to be attached) (c) PAN number (copy to be attached) (d) ESI number (copy to be attached) (e) EPF number (copy to be attached)	
7.	Details of experience with Govt./Semi-Govt./Autonomous bodies during last 2 years alongwith annual turnover (2009-10 & 2010-11)	
8.	Please attach the copies of Annual Balance Sheet for 2009-10 & 2010-11	

**List of enclosures**

- 1.
- 2.
- 3.
- 4.

Signature with Seal

**FINANCIAL BID**  
**CLEANING AND HOUSEKEEPING SERVICES**  
 (To be filled up by the tenderer)

I have physically inspected the premises occupied by CDSCO (HQ) and understand the volume of work. Having read and accepted all terms and conditions in the tender document we submit the rates for cleaning and general maintenance as follows:-

1.	Total monthly amount to be charged by the agency/ firm for providing the services in question. (please attach break-up)	Rs.
2.	Details of manpower to be deployed.	
3.	Value of consumable items to be supplied/ provided. (List of items along with quantity to be attached)	Rs.
4.	Total (Col. 1+3)	Rs.
5.	Taxes, if any	
6.	Total monthly charges inclusive of adequate manpower & all materials / consumables required for cleaning (including tax, if any) (col. 4+5)	Rs.  In words:

Signature with Seal

Certificate

I.....s/o.....r/o.....  
....., hereby certify that none of my relative as defined in the tender document is / are employed in CDSO(HQ)/DGHS/MOHFW as per details given in the tender document. In case at any stage, it is found that the information given by me is false/incorrect, Drugs Controller (India) shall have the absolute right to take any action as deemed fit/without any prior intimation to me.

Signature.....

Name.....

Position.....

Date.....