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भारत सरकार

GOVERNMENT OF INDIA

विदेश मन्त्रालय
MINISTRY OF EXTERNAL AFFAIRS
पासपोर्ट कार्यालय
PASSPORT OFFICE

न. 8-2-215 से 219,
प्रशांत थियेटर के समीप, कुम्मरगुडा,
सिकन्दराबाद - 500 003.
D.No. 8-2-215 to 219,
Adjacent to Prashanth Theatre,
Kummarguda,
SECUNDERABAD - 500 003.

Hyd/872/1/2016

18.03.2016

OPEN E-TENDER NOTICE

Sealed bids are invited for participating in competitive tenders for providing **Housekeeping services** at the premises of the **Regional Passport Office, Hyderabad**. **Contract period would be for a period of 3 years from the date of award of work.**

OPEN E-TENDER SCHEDULE

Last Date, Time & Place for submission of Tender document	11.04.2016 (Monday) at 1300 hours @ O/o DPO (Admn), RPO, Hyderabad
Tender Fee to be attached with Cover-I by way of Demand Draft/ Pay Order in favour of "RPO, Hyderabad" payable at State Bank of India, Market Street Branch, Monda Market, Secunderabad - 500 003.	Rs.10,000/- (Rupees ten thousands only)
Value of EMD to be attached with Cover-I by way of Demand Draft/Pay Order in favor of "RPO, Hyderabad" payable at State Bank of India, Market Street Branch, Monda Market, Secunderabad - 500 003.	Rs.97,000/- (Rupees ninety seven thousands only)
Date, Time & Place of Tender Opening	Technical bids: 11.04.2016 (Friday), at 1600 hours @ RPO Chambers, O/o RPO, Hyderabad Financial bids: 13.04.2016 (Wednesday), at 1630 hours @ RPO Chambers, O/o RPO, Hyderabad.

-Regional Passport Officer,
Hyderabad.

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SECUNDERABAD - 500 003.

Hyd/872/1/2016

18.03.2016

OPEN E-TENDER NOTICE

Name of work: Invitation of competitive tender for general cleaning services and providing **House keeping services** at the premises of the **Regional Passport Office, Hyderabad.**

Sealed bids are invited for participating in competitive tenders for providing **Housekeeping services** at the premises of the **Regional Passport Office, Hyderabad.** **Contract period would be for a period of 3 years from the date of award of work.**

The bids in Sealed Cover-I containing "Technical Bid" and Sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover subscribed "TENDER FOR PROVIDING HOUSEKEEPING SERVICES" at Regional Passport Office, Hyderabad and should reach **DPO(Admn), Regional Passport Office, Adj. to Prashant Theatre, Kummarguda, Secunderabad – 500 003, AP** on or before 1300 hours on 11.04.2016 (Monday).

Interested parties are requested to read entire tender notice and **are requested to visit this office before filing their bid to asses the work and to understand the consumables to be used.** For any doubts clarifications please contact **Passport Granting Officer (Admin),** Regional Passport Office, Hyderabad **in person** before filing any of your tenders.

The tender document containing eligibility criteria, scope of work, term & conditions can be accessed on website of Central Public Procurement Portal, i.e., <http://eprocure.gov.in/cppp> and www.passportindia.gov.in under "Passport Office Page" by selecting "Hyderabad".

The bid security (EMD) of Rs.97,000/- (Rupees ninety seven thousands only) (refundable) should be paid by Demand Draft/Pay Order in favor of Regional Passport Office, Hyderabad payable at State Bank of India, Market Street Branch, Secunderabad – 500 003.

A separate DD for Rs.10,000/- (Rupees ten thousand only) (non-refundable) must be attached separately towards tender fee.

-Regional Passport Officer,
Hyderabad

ELIGIBILITY and WORK DESCRIPTION

- I. **Eligibility Criteria:** The agency should have the following experience in similar works of magnitude:
1. The Housekeeping Agency should have been in existence for more than 3 (three) years.
 2. Weightage would be given to the agency having its presence in multiple locations in Hyderabad & across India.
 3. The Agency should have proper registration with the concerned Government authorities.
 4. The agency should submit the following clearance/registration certificates:
 - i. E.P.F.
 - ii. E.S.I.
 - iii. PAN Number
 - iv. Service Tax Registration Certificate/Work Contract and VAT/TIN No. etc.
 5. Company should have minimum of 3 year experience in providing Housekeeping services in Government Department & Public Sector undertakings.
 6. Company should deploy a Supervisor to supervise housekeeping staff deployed at this office and to act as contact person with this office.
 7. The Agency should not have been blacklisted during the last five years.
 8. Agency should have turnover of more than Rs. 50 crore per annum for each of the last three financial years.

II. **Scope of Work:** Sweeping/mopping/dusting/Vacuum cleaning/cleaning of common areas, balconies, office-rooms, toilets, different lobbies, staircases, lifts, window panes, office furniture/equipment, entrance and exit areas and any other place within the premises as directed by the competent authorities from time to time including removal of waste material and discarded furniture. The cleaners should be provided with proper Working Uniforms to be worn during the entire working time.

III. **Following will be the schedule of work:**

1. Entire carpet area to be cleaned and wiped daily in the morning.
2. Cleaning of all furniture to be done daily.
3. Removal of garbage/waste paper/packing material to be done daily.
4. Floor cleaning (washing) to be done in weekends (Saturdays,) if required even in holidays.
5. Vacuum cleaning of rooms and furniture twice in a week.
6. Toilets attached to rooms to be cleaned twice a day.
7. All common toilets should be cleaned 4 (Four) times in a day.
8. Lobbies to be cleaned twice a day.
9. Corridors to be mopped twice a day.
10. Balconies, if any, attached to rooms to be cleaned twice a week.
11. Cleaning/clearing of Staircases and removal of discarded furniture, shifting of furniture in rooms whenever required;
12. Glass panes of rooms and staircases to be cleaned daily.
13. Brass polishing of sign boards/brass planters and railing of staircase to be done once a week.
14. Scrubbing of floor during the weekend (Saturday/Sunday) with scrubbing machine.
15. Weekly intensive cleaning of floor/staircase of common areas etc. on each weekend.
16. Daily collection and removal of all garbage [including waste collected as a result of construction / repair work carried out in the premises] and its disposal in a hygienic manner, including dumping at municipal designated garbage dustbin. Garbage trolley should be provided by the Bidder.
17. Gardening should be done (Watering all plants. Planting, Caring, Cutting of plants. Shifting flower pots to required sections. Entire premises must be kept in clean.
18. Shifting of carton boxes, almirahs and furniture whenever necessary.

IV. Manpower and Machine Power Requirement: The Agency should provide

- i. 9(Nine) cleaning staff
- ii. 1(One) Supervisor (Supervisor must have knowledge in doing minor repairs relating to Plumbing and Carpentry, related tools should be provided by the bidding company/firm).
- iii. Out of 9 cleaning staff 2 (TWO) employees must be males for common toilet cleaning and gardening.
- iv. Out of 9 cleaning staff 1 (ONE) lady employee must possess SSC qualification and should have knowledge of working with senior officers.
- v. Working hours would be as follows:
 - 6 cleaning staff from 0800 hrs to 1600 hrs.
 - 3 cleaning staff from 1000 hrs to 1800 hrs
- vi. Agency should provide "Single Disk Scrubbing Machine".
- vii. Agency should provide "Vacuum Cleaner" (for usage with Air and Water).

V. Regulation by Passport Office:

Workers attendance, behaviour and work style are expected to be disciplined and would be monitored by a senior Officer of Administration Section in this office. The RPO's decision is final and the company has to act according to RPO's instructions with regard to employment, deployment and removal of workers.

VI. Pest and Insect Control:

Pest control of the premises for mosquitoes, cockroaches, rats and other pests should be done every fortnight. The fumigation should also be done on weekly basis for entire building. Special treatment to ensure rodent and pest free rooms will be the responsibility of the agency.

VII. Drainage and Water Supply System:

The agency will be required to monitor the work of drains and water supply system of the building. It will be the responsibility of the contractor to clean the drains on a regular basis.

VIII. Other Important Things:

1. Bids should be for cleaning services on all days viz. Monday to Friday with material (like brooms hard and soft, mops, wipers, dusters, cob web remover, Road brooms, toilet brush, carpet brush, and cleaning agents like vim, harpic, soap cakes, odonil, Naphthalene balls, glass cleaner and phenyl etc.
2. Daily collection and removal of all garbage [including waste collected as a result of landscaping, construction / repair work carried out in the building] and its disposal in a hygienic manner, including dumping at municipal designated garbage dustbin.
3. Bids should also include cost of cleaning materials including garbage bags, toilet roll, C-fold paper, multifold paper, liquid soap, air freshener, brasso, insect killer, naphthalene balls/urinal cubes etc.), which will be duly checked and inspected by a designated person from the Office. An illustrative list of cleaning materials, which must be provided by the organization in a month, is attached herewith at Annexure -5.

IX. Specific Terms and Conditions:

1. Relating to Labour:

- a) The workers so provided should be on the permanent roll of the Agency and their antecedents should be pre-verified by the Police authorities.

- b) The Agency must have in-house training facilities for its employees. If any cleaner is absent on a given day the agency will provide a substitute for him/her otherwise proportionate deductions will be made from the monthly payment.
- c) Both Technical and general manpower required for the discharge of the various services will have to be provided by the agency.
- d) The Agency will be required to give an undertaking to strictly abide by various labour regulations/laws in force, including payment of minimum wages fixed by the Government of Telangana. In order to comply with the legal requirement for payment of minimum wages, the agency will provide a copy of their monthly payrolls to this office with proof of payment of ESI, PF etc in respect of workers deployed at this premises with individual ESI and PF Account numbers.
- e) The Agency would be responsible for its workers in terms of its service, payment of salaries, compensation etc. and this office would not be responsible for any dues other than the agreed contract amount for cleaning services. The workers would also not have any claim for regularization of their services or enhancement of wages with this office. Sworn affidavits to these effects from the workers deployed by the firm/agency would have to be submitted after award of the work.
- f) Contract amount, once agreed to by the firm/agency would not be increased during the period of contract, except in case of increase in minimum wages as notified by the respective Governmental agencies.
- g) Any violation of the statutory requirement will not only be a ground for initiation of legal action but also for termination of the contract or / and imposition of penalty.**
- h) All legal statutory/other requirements with regard to the welfare of the labour as specified by respective Governments are to be met by the agency:

2. Relating to Chemicals and Consumables: All chemicals and consumables used by the agency must be of good quality and eco-friendly. An illustrative list of the chemicals and consumables has been provided in the financial bid. All officers' chambers and toilets should be fixed with automatic spraying wall mounted room fresheners as per requirement.

3. Relating to instruments and Equipments:

The agency must mandatorily use all necessary instruments and equipment required for the satisfactory discharge of all the above mentioned services. An illustrative list of the Housekeeping Services has been provided in the financial bid.

4. Grievance Redressal mechanism to be followed:

Any grievance addressed to the agency by this office with regard to the above mentioned services will have to be redressed within 24 hours of registering the complaint. If the complaint could not be redressed reasons will have to be recorded in writing by the agency explaining such inability.

X. Terms and Conditions would be as follows:

1. The bidder should furnish the following: Demand Draft/Fixed Deposit Receipt for an amount of ₹97,000/- (Rupees ninety seven thousand only) in favour of "RPO, Hyderabad" payable at State Bank of India, Market Street Branch, Secunderabad – 500 003. Tenders not accompanied with EMD will be rejected outright. Bid Security (EMD) of the unsuccessful bidders would be returned to them and no claim for payment of interest on bid security would be entertained. EMD of bidder will be forfeited, if the bidder withdraws or amends its tender within the period of validity of tender.
2. Successful bidder will also have to furnish a Performance Security (valid for a period of not less than 3 years 2 months), in favor of "RPO, Hyderabad" for an

amount of 10% of the annual contract value, at the time of award of the contract and before commencing the work, in the form of bank guarantee/fixed deposit receipt. If successful bidder fails to furnish the prescribed "Performance Security" within the specific period, its EMD will be forfeited.

3. Regional Passport Office, Hyderabad reserves the right to accept or reject any bid(s)/quotation(s) at its discretion without assigning any reasons therefore.
4. The Regional Passport Office, Hyderabad also reserves the right to revoke the contract at any time if the services rendered are not found satisfactory during the period of contract.
5. The RPO, Hyderabad shall have the right to impose such penalty as it deems fit on the cleaning firm if the services are found unsatisfactory or partial/defective services are rendered. Continuous default in providing services will lead, besides termination of contract, also automatic disqualification for tendering or quoting for cleaning services in future for this Office.
6. The RPO, Hyderabad shall also have the right to impose such penalty as it deems fit on the cleaning firm if the Office is put to any financial loss directly or indirectly by any act of omission or commission on the part of the agency or any of the worker(s) deployed by it on the premises.
7. The agency would be responsible to discharge all the statutory requirements under the Labour Act or any other Acts enforceable from time to time without any liability on the RPO, Hyderabad or without any responsibility for statutory compliance by the RPO, Hyderabad
8. The Agency would be fully responsible for all acts of omission or negligence, dishonesty or misconduct of its employees for work at RPO, Hyderabad. The Agency would indemnify RPO, Hyderabad against any compensation/claim and damages etc. due to accident or injury to its employees or death due to accident or otherwise, which may arise out of and during the course of employees duties. RPO, Hyderabad would not be liable to pay any damages or compensation to such employees or to any third party.
9. In case of any complaint, either as regards to the nature of service or as regards to the behavior of employees on duty or otherwise, agency would be required to take corrective measures promptly and compulsorily to the satisfaction of the RPO, Hyderabad.
10. The Agency would pay the staff deployed in the Regional Passport Office, Hyderabad as per the prescribed minimum wages by the month end and would put up its bill for the amount agreed for rendering of services in the first week of following month for payment on time. While submitting the monthly bills, certified statement about payment of EPF, ESI subscriptions, attendance sheet of the employees deployed in the premises for the previous month should be provided.
11. No advance payment will be made. Payment will be made only after satisfactory completion of work.

TENDER NOTICE NO: Hyd/872/1/2016

Dated:25.02.2016

TECHNICAL BID**(To be furnished on the letter head of the company in typed manner)**

1.	Name of the Agency	
2.	Details of Tender Fees (i) Amount (ii) Draft No (iii) Date of issue (iv) Issuing Bank	Rs.10000/-
3.	Details of EMD (i) Amount (ii) Draft No (iii) Date of issue (iv) Issuing Bank	Rs.97000/-
4.	Date of establishment of the Agency	
5.	Detailed Office address of the Tender Organization/Agency with phone number, e-mail and names and telephone/mobile numbers of contact persons.	
6.	Whether registered with all concerned Government Authorities (Registrar of Companies/PF/ESI etc.) (Copies of all certificates of registration to be enclosed)	
7.	Please provide (i)EPF No..... (ii)ESI Code..... (iii)Gratuity Act Regn. No.
8.	PAN Number (Please attach copy)	
9.	TIN No.(Please attach copy)	
10.	VAT No.(Please attach copy)	
11.	Trade Licence No.(Please attach copy)	
12.	Service Tax Registration No.(Please attach copy)	
13.	Do you have labour license. (Please attach copy)	
14.	Please attach copy of return of Income Tax for the last three years certified by Chartered Accountant. Please attach balance sheet of the company, duly certified by Chartered Accountant showing turnover of more than Rs. 50 crore per annum for each of the last three financial years.	
15.	Whether terms & conditions in the tender notice are acceptable. Please sign each page of terms and conditions as token of acceptance and submit as part of tender document.	
16.	Set-up of your Organization (Agency Profile), clearly indicating details of managerial, supervisory and other staff, also indicate the number of muster roll staff available for performing this service.	
17.	Undertaking of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment in premises	
18.	Length of experience in the field	
19.	Power of Attorney/Authorization for signing the bid documents.	

20	Experience in dealing with Government Departments				
21	Provide List of major clients in the following format				
22	Name of Department/ Organization with complete address and telephone no. numbers to whom services provided	From	To	Contracted Amount (Rs per month)	Reason for Termination

Declaration by the Tenderer:

This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them. Terms & Conditions (each page must be signed and sealed). Any unsigned page or incomplete document will result in rejection of the bid.

(Signature of the authorized signatory of the Tenderer with seal of the firm)

Name :
 Seal :
 Address :
 Phone No :
 Date :

Annexure-2

(An affidavit on non-judicial stamp paper of Rs. 100/- should be enclosed to Technical Bid in the following pro-forma.)

AFFIDAVIT

I/we Partner(s)/Legal Attorney/Proprietor(s)/Accredited Representative(s) of M/s.....
.....solemnly declare that:

2. I/we are submitting tender for the work against Tender Notice No. _____ dated _____
3. Myself or our partners do not have any relative working in any office of Regional Passport Office, Hyderabad.
4. All information furnished by me/us in respect of fulfillment of eligibility criteria and information given in this tender is complete, correct and true.
5. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
6. The Price-Bid submitted by me/us is "WITHOUT ANY CONDITION".
7. I/We have not been banned/de-listed by any Government or Quasi Government agencies or PSUs.
8. If any information or document submitted is found to be false/incorrect, department may cancel my/our Tender and can take any action as deemed fit including termination of the contract, forfeiture of all dues including Earnest Money and blacklisting of my/our firm and all partners of the firm etc.

(Signature of the Tender with Seal)

(Please notarize the affidavit)

TENDER NOTICE NO: Hyd/872/1/2016

Dated:25.02.2016

FINANCIAL BID

(In sealed Cover super scribed as "Financial Bid")

(To be furnished on the letter head of the company in typed manner)

Sl. No.	Particulars	Unit Rate for deployment @ per month in Rs.	
		Supervisor	Cleaning Staff
1.	A. Personnel (Wages)*		
2.	Basic wages + DA		
3.	Statutory components		
	a) Provident Fund		
4.	b) ESI		
5.	c) Leave compensation		
6.	d) Gratuity		
7.	e) Bonus		
8.	f) Cost towards uniform		
9.	g) Any other (specify)		
10.	Total		
11.	Number of personnel to be deployed	1	9
12.	Total cost (A)		
13.	B. Material cost p.m.		
14.	Cleaning material durables/ Chemicals/ Consumables		
15.	Toiletries and Garbage Bags		
16.	Pest Control including fumigation per one time		
17.	Garbage disposal cost		
18.	Any other [specify]		
19.	Total cost (B)		
20.	C. Equipment rent and repair cost (i) Single Disk Scrubbing Machine (ii) Vacuum Cleaner" (for usage with Air and Water).		
21.	Housekeeping Tools		
22.	Any other [specify]		
23.	Total cost (C)		
24.	D. Agency Charges**		
25.	E. Service Tax (as applicable)		
26.	Total monthly billing amount (A+B+C+D+E) ***		

* Wages should not be less than the minimum wages prescribed under the notification issued by Government of Telangana. Rates should be quoted per person per month inclusive of all statutory requirements as per the Minimum Wages Act. Revision of minimum wages as per Government's rates shall be incorporated in the rates as and when applicable.

** To be quoted in amount only, not in percentage. Bids having Nil/negligible Agency Charges will be rejected.

*** Payment will be made after deducting the applicable TDS.

Notes:

- (a) Rates for ESI, EPF, bonus etc. as applicable as per relevant acts and rules will be released / reimbursed on submission of proof of remittance challans / receipts.
- (b) Minimum statutory Bonus payable to laborers under relevant provisions of Payment of Bonus act, 1965 shall be paid by the Agency.

Declaration by the Bidder:

This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

- Note: i) No other charges would be payable by the RPO, Hyderabad;
ii) There would be no increase in rates during the Contract period except provisions under the terms and conditions.

(Signature of the authorised signatory of the Tenderer with seal of the firm)

Name :
Seal :
Address :
Phone No. :
Date :

TENDER NOTICE NO: Hyd/872/1/2016

Dated: 25.02.2016

Subject: Providing House keeping services at the premises of the
Regional Passport Office, Hyderabad

Sl.No.	No. of cleaners	Work charges per month cleaner	Material charges & other charges (Supervisory) if any, per month	Total in Rs. (including all taxes i.e., Service Tax etc.)	Grand total per month (in Rs.)	Remarks, if any

(To be submitted with Financial Bid)
List of Cleaning Materials to be used in a month
(Qty should be filled by the bidder)

TENDER NOTICE NO: Hyd/872/1/2012 Dated: 22.02.2016

(To be furnished on the letter head of the company)

Sl.No.	Particulars	Per month quantity to be used	Rate Per piece	Total Rate
1.	Air Freshner -Odonil			
2.	Broom Hard			
3.	Broom Soft			
4.	Gloves Hand (Rubber)			
5.	Brush Cobweb with Telescopic Rod			
6.	Drain Pump Medium			
7.	Wiper H/D Black Rubber -18"			
8.	Mop wet (Kentucky) Set with Rod			
9.	Dettol Hand Wash			
10.	Garbage Bag -20x20			
11.	Cleanzo Metropol			
12.	Duster Floor 30x30			
13.	Duster White -20x20			
14.	Hazel Liquid Soap			
15.	Liquid Hand Wash Glamic Pink/ White			
16.	Naphthalene Balls			
17.	Toilet roll to be provided to VIP toilets/ common ladies toilet)			
18.	Urinal Cube Odour Fresh/Glamic			
19.	R1 -Bathroom Cleaner			
20.	R2 -Hard Surface Cleaner			
21.	R3 -Glass Cleaner			
22.	R4 -Furniture Polish			
23.	R5 -Room Freshner			
24.	R6 -Toilet Bowl Cleaner			
25.	R7 -Floor cleaner concrete -			
26.	Other items, if any (to be mentioned by the bidder)			
27.	Automatic spraying wall mounted room fresheners.			

(Specimen Affidavit to be signed and sworn before a Notary Public on 100/- non-judicial stamp paper)

I.....S/o.....Age:.....;
Occupation:.....; Nationality:; R/o.....; holding the
company :.....do hereby solemn affirm and declare that:

1. I/we understand that the contract period is 3 years.
2. I/we station/place good quality machinery like scrubbing machine and vacuum cleaner.
3. I/we will bear all expenses relating to damage or repairing of scrubbing machine and vacuum cleaner. If necessary I/we replace with good conditioned machinery on our own cost.
4. If any labour payment issues arise, I/we shall bear entire responsibility, and I/we will not make Regional Passport Office responsible.
5. I/we understand that Regional Passport Office, Hyderabad is a reputed office and I/we will not damage its reputation in any manner. If any kind of propaganda or misrepresentation done by me/us, I/we am/are liable for necessary action as per law.
6. Our employees will not indulge in passport related matters.
7. I/we understand that, if any legal issues arise out of the above tender it will be under Secunderabad Courts jurisdiction only.
8. I/we understand that in case of our bid being ranked as L1 and contract is awarded in our favor, we need to submit a Performance Security in the form of Bank Guarantee/Fixed Deposit Receipt equivalent to 10% of the annual contract value for a period not less than 3 years and 2 months from the date of submission of Performance Security and we also understand that no interest will be paid on the same for entire period of contract.
9. I/we have read the entire tender notice and I/we are abided by the tender.
10. I/we understand that the amount deposited as Performance Security would be used for penalties levied by the Regional Passport Office (RPO), Hyderabad (OR) for payment of salaries to the employees in case of non-payment by the firm (OR) for Court and advocate charges to be paid by the RPO for filing suit against me/us for mismanagement.

The above declarations are given out of my own consent and without any coercion or force. I am responsible for the above contents.
Signed onday of.....2016.

Deponent/s

Witness 1:

Name :
S/o :
Age :
Aadhaar Card No:
Address:.....

Address:.....

.....
.....
.....

(Please attach Aadhaar Card copy)

Witness 2:

Name:
S/o :
Age :
Aadhaar Card No:

(Please attach Aadhaar Card Copy)

Signature of Notary
(Duly notarized by Notary public)

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