

MINISTRY OF EXTERNAL AFFAIRS

**INVITATION OF BIDS FOR
SELECTION OF AGENCY FOR
PROVIDING HOUSEKEEPING SERVICES
AT
REGIONAL PASSPORT OFFICE, Visakhapatnam
MINISTRY OF EXTERNAL AFFAIRS
GOVERNMENT OF INDIA**

Tender Notice No. PO(VSP)/861/1/2017 ID (2017_MEA_214474)

Table of Content	Page No.
SECTION 1 : Introduction and Invitation for Proposal	4
SECTION 2 : Instructions to Applicants	5-7
SECTION 3 : Scope of work	8
SECTION 4 : Eligibility Criteria	9-11
SECTION 5 : Financial Bid	12-13
SECTION 6 : General Terms & Conditions	14-16
SECTION 7: Instructions for Online Bid Submission	17-20

SECTION 1: INTRODUCTION AND INVITATION FOR PROPOSAL

On behalf of the President of India, E-Tenders are invited under “Two Bid System”, i.e., Technical Bid (Pre-qualification) and Financial Bid from reputed, experienced and financially sound Facility Management/ Housekeeping companies for providing *Housekeeping Services* at

1. *Regional Passport Office (RPO) Visakhapatnam /Ministry of External Affairs.*
2. *Passport Seva Laghu Kendra (PSLK), Bhimavaram (Municipality)*

Brief description of the Selection Process: Least Cost System (LCS)
Selection Process

Communications

Any queries relating to proposal may be addressed to:

**Regional Passport Officer,
Regional Passport Office, Visakhapatnam
Ministry of External Affairs (MEA)
Tel. No.: 0891-2745756
Email: rpo.vizag@mea.gov.in**

The official website of the MEA is: **www.passportindia.gov.in**

SECTION 2: INSTRUCTIONS TO APPLICANTS

Submission of Proposals

The proposal must be submitted online on CPP Portal (<http://eprocure.gov.in/eprocure/app>).

Duly Signed documents relating to this proposal must be submitted online.

1. Validity of Proposal: 120 days, Regional Passport Office/MEA reserves the right to reject a proposal valid for a period shorter than 120 days as non-responsive.

2. Right to Accept or Reject any Proposal

RPO. Visakhapatnam /MEA reserves the right to annul the Tendering process, or to accept or reject any or all the Proposals in whole or part at any time without assigning any reasons thereof and without incurring any liability to the affected Applicant(s) or any obligation to inform the affected Applicant (s) of the grounds for such decision.

3. Fraud & Corruption

It is required that the Applicants submitting Proposal and Agency selected through this Tender document must observe the highest standards of ethics during the process of selection and during the performance and execution of Contract.

For this purpose, definitions of the terms are set forth as follows:

a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of *RPO. Visakhapatnam /MEA* or its personnel in Contract executions.

b. "Fraudulent Practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among Applicants (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive *RPO. Visakhapatnam /MEA* of the benefits of free and open competition.

c. "Unfair trade practice" means supply of services different from what is ordered on, or change in the Scope of Work.

d. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of Contract.

e. *RPO. Visakhapatnam /MEA* will reject a proposal for award, if it determines that the Applicants recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices.

f. **RPO. Visakhapatnam** /MEA will declare an Applicant ineligible, either indefinitely or for a stated period of time, for awarding the Contract, if it at any time determines that Applicant has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the Contract.

4. Subletting/Canvassing

Applicant shall not assign or sublet the Contract or any substantial part thereof to any other agency, direct or indirect canvassing in any form on part of the Applicant or his representative will lead to disqualification.

5. Clarifications & amendments of Tender Notice

During the process of evaluation of Proposals, **RPO Visakhapatnam** / MEA may, at its discretion, ask Applicants for clarifications on their proposal. The Applicants are required to respond within the prescribed time-frame. **RPO Visakhapatnam** /MEA may for any reason, modify the Tender document before the date of submission of proposal. The amendment(s) to the Tender document would be clearly spelt out and the Applicants may be given sufficient time to amend their proposal due to such modifications.

6. Earnest Money Deposit (EMD):

a) The Bidder shall furnish an Earnest Money Deposit (EMD) amounting to Rs 20,000/- (**2% of 10,00,000**) The EMD shall be in Indian Rupees and shall be in the form of Pay order/Demand Draft/Term Deposit Receipt from any of the Commercial Bank in favour of “Regional Passport Officer, . **Visakhapatnam** payable at **Visakhapatnam**.”. The original hard copy of EMD of Rs. 20,000/- in the form of Demand Draft/Term Deposit Receipt is also required to be submitted in a sealed envelope superscribed “Tender for Providing Housekeeping Services services at Regional Passport Office, **Visakhapatnam**., Ministry of External Affairs”, on or before the closing date and time of e-submission of online bids to Regional Passport Officer, **Visakhapatnam**., Ministry of External Affairs, Regional Passport Office, . **Visakhapatnam**.

b) “Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the Ministry of External Affairs are exempted from submission of EMD subject to their furnishing relevant documents to the effect”.

c) The earnest money of unsuccessful bidder, which shall not carry any interest, shall be refunded before 30th day after award of Contract. EMD of the successful Bidder will be released after the Bidder sign the agreement and furnishes the Performance Guarantee. Performance Guarantee shall be provided at the time of signing of contract. The EMD will be forfeited on account of one or more of the following reasons:

1) Bidder withdraws the Proposal during the bid validity period specified in Tender document.

2) Bidder does not respond to request for clarification of its proposal.

3) Bidder fails to provide required information during the evaluation process or is found to be non-responsive.

4) In case of a successful Bidder, if fails to sign the Agreement in time as per schedule; or fails to furnish the Performance Guarantee.

5) If the Bidder withdraws or amends, impairs or derogates the Tender in any respect within the period of validity.

7. Payment Terms

a) The payment to agency will be made on monthly basis. No advance payment will be made to the agency.

b) No price escalation, other than due to escalation, if any, in minimum wages as well as other statutory components such as ESI, EPF and Bonus, will be entertained by RPO, **Visakhapatnam** /MEA during the period of the contract.

c) RPO, **Visakhapatnam** /MEA will be entitled to deduct in accordance with applicable law, Income Tax or withholding tax or other deductions (as the case may be), from any payments made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor.

8. Term of Contract

The work contract initially will be assigned for a period of twelve months, (which will be extendable for a further period of 12 months at a time but not more than 36 months in total on year to year basis subject to satisfactory services of service provider at the sole discretion of the RPO, . **Visakhapatnam** / *Ministry of External Affairs*.

9. Tender Fee:

No fee for tender documents as it can be downloaded from the website www.passportindia.gov.in/ CPP Portal

SECTION 3: SCOPE OF WORK

NUMBER OF HOUSE KEEPING STAFF REQUIRED- (5 at RPO Visakhapatnam & 3 at PSLK Bhimavaram) 8 CLEANERS ONLY

- (i)** Sweeping/moping/dusting/Vacuum cleaning/cleaning of common areas, balconies, officer-rooms, toilets, lobbies, staircase, 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.
- (ii)** Office Rooms to be cleaned and dusting of furniture to be done daily in the morning. Daily removal of garbage/waste paper/packing material. Cleaning should be done in weekends / holidays, too, if required.
- (iii)** Vacuum cleaning of rooms twice a week and shampooing of carpets where required.
- (iv)** Lobbies to be cleaned twice a day.
- (v)** Corridors to be mopped twice a day.
- (vi)** Toilets to be cleaned twice a day.
- (vii)** Cleaning/clearing of Staircases and removal of discarded furniture, shifting of furniture in rooms whenever required.
- (viii)** Glass panes of rooms and staircases to be cleaned twice a week and **to be cleaned externally once a month.**
- (ix)** Brass polishing of sign boards/brass planters and railing of staircase to be done once a week.
- (x)** 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 **and Garbage Collection bins** should be provided by the Bidder.
- (xi)** Cleaning of pantry twice a day.
- (xii)** Cleaning of vertical blinds.
- (xiii)** Pest control on monthly basis or earlier, if required, in the premises of Regional Passport Office, **Visakhapatnam.**
- (xiv)** All the cleaning material including garbage bags, toilet roll, duster, soap, phenyl, phenyl balls, insect killer etc. shall be provided by the bidder.

SECTION 4: ELIGIBILITY CRITERIA

- 1) The bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, empanelled registered with the appropriate authority for the purpose who possesses the required licences, registration as per established law. The said service provider must be in existence for a minimum period of 5 years as on 31st March, 2017 from the date of registration under the appropriate Act. The bidder
- 2) shall provide a copy the registration certificate. Joint ventures/consortium are not allowed.
- 3) Experience of the bidder must include providing housekeeping services to Government office/PSU, as defined in 'brief scope of work; Company must have minimum of 05 years experience in providing Housekeeping services in Government Offices/PSUs/Big Corporate as on 31st March, 2017. The bidder must have successfully completed one work of similar nature of value of not less than Rs. 8,00,000.(80% of the estimated cost) OR two works of the similar nature of yearly value of not less than Rs.5,00,000 each (50% of the estimated cost) OR three works of similar nature of yearly value of not less than Rs. 4,00,000 each (40% of the estimated cost) during last three years. Bidder must submit self attested copies of successful completion of such works undertaken by them during last 3 years ending as on 31.03.2017.
- 4) The bidder must have average annual turnover of Rs. 10,00,000(**100 % of the estimated cost**) for the last three financial years ending 31.03.2017. the bidder must furnish certified copies (by Chartered Accountant) of annual audited balance sheets, Profit & Loss statements and income tax returns for the past three financial years.
- 5) The bidder must give precise profile of its key clients along with satisfactory performance report from at least three of them for services provided to them. A complete list of clients including clients in Government sector may be provided along with site address and Contact Number of the officer concerned.
- 6) The bidder must have modern equipments, latest technical expertise for management of buildings and related facilities, as has been defined in 'brief scope of work'. Machinery, equipment, implements, material and consumables proposed to be used should be clearly indicated. List of equipments owned by the company is to be furnished with the technical bid.
- 7) The successful bidder shall provide performance guarantee of 10% of annual contract value within 10 days from the date of issue of award letter.

- 8) The employees of the bidder deployed at RPO **Visakhapatnam** /MEA should have bank accounts and the company shall provide proof of payment of salary to each employee through their bank accounts. The bidder will have to ensure compliance of all mandatory labour laws/regulations laid down by the Central/State Government. This will include payment of minimum wages (Visakhapatnam falls under Zone I and Bhimavaram under Zone-II), PF / ESI (Employees' State Insurance and bonus). Providing other benefits like leave, Labour Welfare Fund, cost of uniform etc. to bidder's each employee will solely be the liability of the bidder only. **Companies/firms bidding nil management fee/Agency Charges will be outrightly rejected.** Bonus is mandatory component as per the labour regulations and should be included in the Financial Bid.
- 9) The bidders must have appropriate registration from service/sales Tax department and Income Tax Department (TAN/PAN). The bidder must possess all the licence in their own name. The bidder should give an undertaking that the staff to be deputed to the *RPO, Visakhapatnam /MEA* premises would be police verified. Self attested copies of all relevant registration documents (ESI, PF, Service Tax, TAN) are to be submitted with the technical (Pre-qualification) Bid.
- 10) The relaxation of Norms for Startups Medium Enterprises regarding Prior Experience and Prior Turnover Criteria shall be admissible as per Ministry of Finance, Department of Expenditure O.M. no. F.20/2/2014-PPD (Pt.) dated 25th July, 2016 subject to meeting of quality and technical specifications in accordance with the relevant provisions of GFR, 2017.
- 11) Given below is the checklist of documents, which must be submitted by the bidders as part of their Technical bids. Bidders, who fail to submit any of the following documents, would be summarily rejected and their Financial bids shall not be opened by Tender Opening Committee.

**CHECK-LIST OF DOCUMENTS FOR TECHNICAL BID FOR HOUSEKEEPING
SERVICES**

Sl. No.	Particulars of documents	Enclosed	Page No. at which document is enclosed
1.	Earnest Money Deposit	Yes / No	
2.	In case the bidders fall under Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or is registered with the Central Purchase Organization or the Ministry of External Affairs, then they are exempted from submission of EMD subject to their furnishing relevant documents to the effect.	Yes / No	
3.	Name, designation, address, contact details and Photo ID of the authorized person of the Agency to deal with	Yes	
4.	In case of partnership firm, name designation, address and contact details of the Directors/Partners	Yes	
5.	Self attested copy of the Certificate of Incorporation / Registration of the Agency	Yes	
6.	Self attested copy of valid License under Contract Labour (R&A) Act.	Yes	
7.	Self attested copy of Certificate of Registration with the Labour Department.	Yes	
8.	Self attested copy of Employee Provident Fund (EPF) Registration Number	Yes	
9.	Self attested copy of Employee State Insurance (ESI) Registration Number	Yes	
10.	Self attested copy of PAN Card and IT Return for the last three financial years.	Yes	
11.	Self attested copy of Service Tax Registration Number	Yes	
12.	Any other document as required by the Regional Passport Office, <i>Visakhapatnam</i>	Yes	

(Signature of the bidder)
Name and address
Telephone/ Fax/Email
Stamp / Seal