

**Government of India**  
**Ministry of Health & Family Welfare,**  
**Family Welfare Training & Research Centre (FWTRC), 332, SVP Road,**  
**Khetwadi, Mumbai-04**

Tender Enquiry No.FWTRC/ House Keeping/ 01 /2019

Date: 12/03/2019

**RE -TENDER NOTICE**

On behalf of the Director, FWTRC, Mumbai and Ministry of Health & Family Welfare, Government of India sealed tenders are invited in the prescribed form under two bid system from the registered agencies who have already provided trained House Keeping services to the Ministry/ PSUs/ CPWD/MES/Railways/ state government for providing House Keeping services at New Institutional & Hostel Building at Plot No.6 & 6A, Sector 18, New Panvel, Navi Mumbai.

Interested Firms who have sufficient experience in the field can collect detailed information/terms and conditions of the tender personally from Administrative Section, 1<sup>st</sup> Floor within working hours. The cost of tender document is Rs.1000 /- (Rupees One Thousand only) which may be paid by DD/BC/PO in favour of Director, FWTRC, Mumbai. The tender document can also be downloaded from the website of FWTRC, [www.fwtrc.gov.in](http://www.fwtrc.gov.in).

Quotation in sealed covers superscripted "TENDER ENQUIRY FOR HOUSE KEEPING SERVICES at New Institutional & Hostel Building , plot no. 6 & 6 A, Sector 18, New Panvel, Navi Mumbai" accompanied by DD/BC/PO of Rs.50000/- (Rupees Fifty Thousand only) as EMD in favour of Director, FWTRC, Mumbai should be submitted.

1	Last date and time for submission of tender	29/03/2019 at 17.00 hours
2	Date and time of opening for prequalified bid	01/04/2019 at 11.00 hours

**Note: Agencies who have already submitted tender against tender notice dated 22/02/2019 need not submit again.**

The Director, FWTRC, Mumbai reserves the right to reject any or all tender without assigning any reason whatsoever.

Sd/-  
Director,  
Family Welfare Training & Research Centre,  
332, SVP Road, Khetwadi, Mumbai-047.  
Phone: 022-23881724, 23893165

Tender No.-FWTRC/House Keeping/01/2019

Date: 12/03/2019

Ministry of Health & Family Welfare  
Family Welfare Training & Research Centre,  
332, SVP Road, Khetwadi, Mumbai

Tender Document for Service contract for  
Housekeeping Services at New Institutional  
and Hostel building of FWTRC at Plot No. 6  
& 6 A, Sector- 18,  
New Panvel, Navi Mumbai

**Government of India  
Ministry of Health & Family Welfare  
Family Welfare Training & Research Centre (FWTRC)  
332, SVP Road, Khetwadi, Mumbai-400004**

**Tender Enquiry No. FWTRC / House Keeping /01 / 2019**

**Date:-12/03/2019.**

To,  
All interested & eligible vendors

Sub: Open tender for Housekeeping services at New Institutional & Hostel Building, plot No 6 & 6A Sector- 18, New Panvel, Navi Mumbai

Dear Sirs,

For and on behalf of the Director , FWTRC, Mumbai , sealed tenders are invited in two (Prequalification & Financial) bids system for the subject mentioned above at New Institutional & Hostel Building at plot No 6 & 6A sector- 18 New Panvel , Navi Mumbai for a period of one year from the date of commencement of contract and extendable on yearly basis maximum for another 2 years depending upon the performance of the firm and compliance of terms & conditions stipulated in the tender document by the firm (Total 3 years including initial period of Contract).

2. In case your firm is interested in the above said work, you are requested to quote your lowest prices in the enclosed Performa (Appendix-C) in a sealed cover along with the documents duly signed in all pages as mentioned in the tender document in the prescribed form. The sealed cover containing the bid should be super scribed "Open tender for Housekeeping Services at New Institutional & Hostel Building , plot No 6 & 6A sector-18 New Panvel, Navi Mumbai not to be opened before **29<sup>th</sup> of March 2019**" and should be dropped in the tender box kept at Ground Floor of the FWTRC, Mumbai latest by 1700 hours on or before the 29<sup>th</sup> of March, 2019. Sealed bids received within the closing time limit will be opened on the next working day i.e. 1<sup>st</sup> of April 2019 at 11.00 hrs in the office of FWTRC in the presence of such tenderers who wish to be present.

3. Tenderers shall submit EMD amount of Rs.50,000/- (Fifty Thousand only) with the tender documents and the successful tenderer shall be required to submit a performance security deposit of an amount equivalent to @10% of the yearly contract value in the form of Demand Draft/ Fixed Deposit Receipt/ Performance Bank Guarantee from any Scheduled Commercial Indian Bank valid for the contract period plus 03 months.

4. Tendering firms fulfilling the requirements in this tender document are requested to quote their competitive lowest prices as per the requirements given in the attached Appendix C.

5. Any correspondence concerning to the tender shall be addressed to Director, FWTRC, 332 SVP Road, Khetwadi, Mumbai -400004.

6. This letter shall form part of tender documents and shall be returned duly signed along-with the tender documents.

Yours faithfully,

Sd/-  
Director, FWTRC, Mumbai.

Signature of the bidder (s) with stamp

**IMPORTANT INFORMATION, GENERAL INSTRUCTIONS, TERMS & CONDITIONS**

1. Accepting Authority

Director, Family Welfare Training & Research Centre,  
Ministry of Health & Family Welfare, GOI, 332, SVP Road, Khetwadi, Mumbai-04

2. Two (Prequalification & Financial) bids system

2.1. This tender shall be processed in two bids system – namely (i) Prequalification and (ii) Financial Bids. The tenderers shall submit both the bids simultaneously i.e up to 17.00 hrs on 29<sup>th</sup> March 2019. The price bid will be opened, on the date to be fixed later on and made known to the qualified tendering firm only after technical evaluation of all the offers received for prequalification bids are completed and eligible/ meeting the criterion mentioned in the prequalification bid. Those firms who do not meet the requisite criteria or who do not fulfil the precondition requirements, their financial bids shall not be opened and the details of such firms shall be intimated/ informed/ displayed in the web portal of the FWTRC, Mumbai. ([www.fwtrc.gov.in](http://www.fwtrc.gov.in))

2.2. Both the bids –one containing the “Prequalification bid” duly sealed and the other “Financial bid” duly sealed should be submitted in one main cover and the price quotation in the sealed cover will form an enclosure to the main cover. The main cover should also be wax sealed.

2.3. The tenderers should carefully note that price bid received after opening of Prequalification bid i.e. after 29<sup>th</sup> March, 2019, 17.00 hrs, though before the date fixed for the opening of financial bids, will be regarded as late tender and shall not be considered.

2.4. The price bid submitted by such tenderers, whose offers have been considered as technically not acceptable on the basis of the tender evaluation of the Prequalification bids, shall not be opened. FWTRC reserves the right not to intimate the financial bid opening date to such tenderers who do not qualify in the prequalification bid.

All bidders are therefore required to submit their offers in two covers as under: -

(a) **FIRST COVER** should contain the “Prequalification bid” submitting the following documents: -

i) Tender documents duly completed and signed **BUT WITHOUT INDICATING THE RATES QUOTED** i.e. Appendix C.

ii) Earnest Money Deposit (EMD) amounting to Rs.50,000/- (Rupees Fifty Thousand only) in the form of DD/ BC/ PO in favour of Director, FWT&RC, Mumbai .

iii) Income Tax Returns for the last three years and Solvency Statement from Bankers concerned.

iv) Firms registered/enlisted with Ministries/ Department of Ministries/PSUs/CPWD/ MES/ Railways in eligible category shall attach “Registration Certificate” issued by concerned authority.

v) Contract License under the Contract Labour (Regulation & Abolition) Act 1970 from Labour Commissioner’s Office shall be attached.

Signature of the bidder (s) with stamp

vi) ESI & EPF/GST Registration certificates as per provisions of Contract Labour (Regulation & Abolition) Act 1970 applicable to the workers shall be attached.

vii) Undertaking from the contractor to the effect that he will not allow or permit any employee to participate in any trade union activities or agitation in FWTRC Premises.

Viii) Original tender document duly signed and stamped at all pages.

ix) Satisfactory Performance certificate from at least Two Govt./Quasi Govt. organizations /PSUs/State Govt. etc. providing a minimum of 20 manpower per month for at least one year.

xi) The firm shall furnish complete details of Annexure II. Partly/ partial filled Annexure II shall be considered as not furnishing of complete details and shall be rejected without assigning any reason thereof.

Note: 1. Prequalification bids shall be free from any condition. Conditional bids shall be rejected straight way without assigning any reason.

\*. This cover should be super scribed “Prequalification Bid for House Keeping Services at New Institutional & Hostel Building at plot No 6 & 6A sector- 18, New Panvel , Navi Mumbai with Tender No.FWTRC/ and Date of opening”.

\* The firm fulfilling all conditions/ parameters as mentioned in 2.4 (a) shall be qualified in prequalification bid.

\*. The firm failing to qualify prequalification bid shall not be considered for opening of Financial Bid.

(b) SECOND COVER should contain the “Financial bid” submitting the following details:

i) Details of rates as per Appendix-C (inclusive of all taxes, duties & freight charges) quoted by the bidder. These details should be submitted in the format given. The words “FINANCIAL BID for HOUSE KEEPING SERVICES at New Institutional & Hostel Building at plot No 6 & 6A sector- 18 New Panvel, Navi Mumbai should be written clearly and prominently on this envelop along with Tender Number & Date of opening.

(c) THIRD COVER: Both the above mentioned covers should be sealed separately and thereafter, be kept in a third cover and be sealed again. This cover should also be super scribed with the Tender No., and Date of Tender Opening as under: -

Tender No. FWTRC/Housekeeping/01/ 2019 Dated 12/03/2019

“TENDER ENQUIRY FOR HOUSE KEEPING SERVICES at New Institutional & Hostel Building at plot No 6 & 6A sector- 18, New Panvel, Navi Mumbai NOT TO BE OPENED BEFORE 11.00 hrs. On 29/03/2019”

(d) Only the first cover i.e. Prequalification Bid shall be opened on the date of tender opening. Financial bids of only those firms will be considered for opening who are qualified as per Prequalification bid and shall be opened publicly on a later date which will be notified to the bidders who have qualified in the Prequalification bids.

(e) The price of the items should be quoted inclusive of all taxes, duties and other charges.

Signature of the bidder (s) with stamp

3. Tender Fee : Rs.1000/- (Rupees One Thousand Only)**non-refundable** should be submitted with the tender in the form of DD/ BC/ PO in favour of Director, FWTRC,Mumbai .

4. Earnest Money Deposit

4.1 An amount of Rs.50,000/- (Rupees Fifty Thousand only) shall be submitted by way of Demand Draft, Pay Order/Banker's Cheque drawn in favour of Director, FWTRC, Mumbai along with the original copy of the tender submitted by the firm. Payment by any other mode shall not be acceptable. Offers received without EMD shall be rejected and shall not be considered under any circumstances. EMD of tendering firms who submit the sealed tender but withdraw the same before expiry of the tender validity date shall be forfeited. EMD of the successful tenderer shall be released only after submission of Performance Security of specific amount. EMD of the tenderers who fail to honour the bid in prescribed time limit shall stand forfeited. No representation in this regard shall be entertained by the FWTRC, Mumbai. EMD amount shall not be adjusted in any form by FWTRC. No interest will be paid by FWTRC for not releasing the EMD amount within the tender validity period or under any other circumstances.

4.2 FWTRC will return the earnest money wherever applicable to unsuccessful tenderers.

4.3 No firms except those registered under Single Point Registration Scheme of NSIC (National Small Industries Corporation) are exempted from submission of EMD irrespective of registration status with any Govt./Semi Govt. organization.

5. Non- transferability: This tender is non-transferable.

6. Terms & Conditions: - Terms & Conditions as set out in this Tender Document shall have to be complied with by the tendering firm. Offers not complying with such terms & conditions shall be rejected.

7. Firm & Fixed rate

7.1 Rates shall be quoted on net destination basis at FWTRC and firm & fixed rate basis including all statutory taxes (GST, Customs Tax etc.), freight charges, packing charges etc. The prices/rates quoted shall be indicated in words as well as in figures and in INR only.

7.2 The unit rates quoted by the tenderer shall be deemed to include for any minor details/items of work which are obviously and fairly intended and which may have not been included in these documents but which are essential for the execution and entire completion of the work.

7.3 In the event of any dispute as to whether any minor details/items of work is included in the contract shall be referred to the Director, FWTRC.

8. Prescribed Forms:-Tenders of the firms received in the format prescribed in this tender document shall only be considered. Offers not received in the prescribed format shall be rejected and no correspondence in this regard will be entertained. FAX/ E-mail/ Letter Head submission of tenders shall not be accepted.

Signature of the bidder (s) with stamp

9. Late/ Delayed Tender:-Tender (s) received after prescribed time shall not be accepted under any circumstances.

10. Time & date of receipt and opening of bids:-Tenderers shall note that if the date of tender opening given in the Tender Document is declared a closed holiday by the Central Government, the tender shall be opened on the next working day at the same time. In such an event the closing hours for receipt of tenders in FWTRC will stand automatically extended up to 1700 hours of the next working day in the Central Government offices. The time & date of opening of "Financial Bid" of the firms technically Qualified will be intimated later telephonically or issuing letter by FWTRC.

11. Contract period :-One year from the date of commencement of contract and extendable on yearly basis maximum for another 2 years depending upon the performance of the firm and compliance of terms & conditions stipulated in the tender document by the firm and mutually agreed upon.

12. Performance security:-Successful bidder shall be required to furnish a Performance Security for amount of @10% of the yearly contract value in the form of DD/ Pay order, Fixed Deposit Receipt (FDR) or Bank Guarantee from any Scheduled Commercial Indian Bank to be submitted within 15 days from the receipt by him of notification of acceptance of his tender. Successful bidder has to submit fresh Performance Security of same amount in case of extension beyond the contractual period along-with the willingness certificate of extension with contractual rates, terms & conditions.

13. Validity of tender:-Tender shall be kept valid for acceptance by FWTRC for a period of 90 days after the tender opening date.

14. Taxes & duties: -

14.1. Rates quoted by tenderer shall be inclusive of all statutory taxes & duties (GST, Customs Tax, etc.), freight charges (free delivery at consignee's premises), packing charges etc.

14.2. Tax Deduction at Source (TDS):- TDS shall be deducted from each bill (as applicable) of the contractor under the statutory rules of Govt. of India in respect of Income Tax & other Taxes etc.

14.3. No claim on account of any statutory taxes/charges for execution of work awarded under this contract shall be entertained by FWTRC and such taxes and charges shall be paid by the contractor himself.

15. Submission, acceptance and rejection of tender: -

15.1. The envelope containing the quoted tender shall be duly sealed and super-scribed as "Tender Enquiry for Housekeeping Services at New Institutional & Hostel Building of FWTRC at Plot no 6 & 6A, Sector-18, New Panvel Navi Mumbai for period of one year. The sealed envelope shall be dropped in the Tender Box at Ground floor of FWTRC, Khetwadi, Mumbai-04 on or before 1700 Hrs on 29/03/2019 which shall be opened on the next working day at 1100 hrs in the presence of one representative of such tenderers who wish to be present. Conditional bid (s) will be not considered and rejected straight way without assigning any further reason.

15.2. Tenders not complete in all respects are liable to be rejected.

Signature of the bidder (s) with stamp

15.3. While submitting the tender for this work, the tenderers shall be deemed to have read, understood and accepted all the terms and conditions stated in the tender document. Any doubts or clarifications with regard to the interpretation of the Terms & Conditions stipulated in this Tender Enquiry shall be got clarified from Director, FWTRC at least 07 days before tender opening date. Requests for postponing the tender opening date for the same shall not be accepted.

15.4. Tenderers shall indicate the complete address of their firm/ office along with telephone numbers/ e-mail.

15.5. Contract shall be awarded to the firm offering the lowest net bundled price and not with reference to the lowest prices quoted for the sub-items. However, if prices for each & every sub-item is not quoted, Net- bundled price offered shall not be accepted.

#### 16. Award of Contract

16.1. Director, FWTRC shall award the contract to the tenderer whose tender has been determined to be substantially responsive and who has offered the lowest evaluated tender price (Net Bundled Price i.e. Table I + Table II of Appendix C).

16.2. Notwithstanding the above, the Director, FWTRC reserves the right to seek previous work orders, references etc. and to accept or reject any tender and to cancel the process and reject all tenders at any time prior to award of contract.

16.3. The tenderer whose rate is accepted shall be notified for the award of contract by the Director, FWTRC prior to expiration of the tender validity period. The terms and conditions stipulated in the tender document shall be fully applicable to the resultant contract and shall be integral part of the contract concluded on the basis of this Tender Enquiry.

16.4. In case of two firms offering the same lowest net bundled prices, then only the past experience for similar kind of work by the firm shall be considered for evaluation purpose. The decision of the Director, FWTRC shall be final and binding.

17. Paying Authority:-Controller of Accounts or his authorized representative, Pay & Accounts Office, Mumbai Central, Mumbai shall be the paying authority.

18. Completion of Contract:-The Contract shall be completed on completion of period (or extended period mutually agreed by both parties) given in contract.

19. Applicable law:-The contract shall be interpreted in accordance with the laws of Government of India. For judicial adjudication, the disputes, if any, arising out of the Contract shall be subject to the jurisdiction of the Courts in Mumbai only and will be settled accordingly.

#### 20. Disputes & arbitration

20.1. All disputes (except decision given under clause 7.3 here-in-before which shall be final and binding) arising shall be settled through arbitration. Both the parties shall first try to resolve the disputes amicably by mutual consultation. If they fail to resolve the disputes by such mutual consultation within 21 days, then, depending upon the position of the case, either of the party shall give notice to the other party of its intention to commence arbitration as per the Indian Arbitration and Conciliation Act, 1996.

20.2 Sole Arbitrator shall be appointed by Director, FWTRC, Mumbai within 30 days of notice regarding appointment of arbitrator.

Signature of the bidder (s) with stamp



20.3. In the event of any dispute arising under this contract or in connection therewith including any dispute relating to:-

20.3.1. Existing meaning and interpretation of this contract- The same shall be referred to the sole arbitrator appointed by the FWTRC, Mumbai. The arbitration shall be conducted in accordance with the provisions of the Arbitration & Conciliation Act 1996.

20.3.2. There shall be no objection that the Arbitrator is a person who has dealt with the matters to which the contract relates to in the course of his duties and/or he has expressed any view on any matters in dispute or differences. The award of the Arbitrator shall be final and binding on the parties.

20.3.3. Notwithstanding any dispute between the parties, the agency shall not be entitled to withhold, delay or defer his obligation under the contract and the same shall be carried out strictly in accordance with the terms & conditions of the contract.

20.3.4. The Arbitrator shall give speaking and reasoned award with respect to the claims referred to him by either of the parties.

21. Work Specifications: The work specifications are given in the Annexure I to this Tender Document.

22. Mandatory Information:-Contractors are required to fill up the Contractor's information (Mandatory) and shall be furnished with supporting documents as per Annexure II to this tender document.

### 23. Liquidated Damages

23.1. In case the firm does not comply to the terms & conditions mentioned in the contract, action shall be taken against the firm to recover from the contractor as agreed liquidated damages including administrative expenses (not by way of penalty), a sum equivalent to ½ % of total contract amount per week and the total damages so claimed shall not exceed 10% of the total contract amount.

23.2. The FWTRC reserves the right to conclude similar Contracts with a number of firms which may be the most economical to it or suitable to its requirements.

### 24. Termination of Contract

24.1. On expiry of period given in the contract. Further, the contract can be terminated at any time during the currency due to bad/delayed performance established on the part of the contractor or any such material complaints.

24.2. The contract can be terminated at any time by giving a Notice of one month in advance from either party, without assigning any reason. Any complaints pending on the day of giving notice and also the expiry of the Notice served shall have to be attended to in accordance with the terms & conditions of the contract.

24.3. The tender is not transferable. The empanelled firm is not permitted to enter into any sub-contract with any firm. If any such contract comes to the notice of FWTRC, the contract will be terminated.

24.4. The contract can be terminated on account of Non-compliance of the terms & conditions mentioned in the tender document and instructions given to the vender from time to time by the Director, FWTRC, in connection with execution of work.

Signature of the bidder (s) with stamp

Annexure I

SPECIFICATION

1. Scope of work: - The general scope of work is to provide housekeeping services for New Institutional and Hostel Building of FWTRC at Plot No 6 & 6A, Sector-18, New Panvel, Navi Mumbai (Appendix-A) including roads and surroundings of premises as explained in the succeeding paragraphs.

1.1. Cleaning and sweeping of office complexes, buildings, hostel, drain pipes, gutter pathways, roofs, surroundings, pavements and roads and as explained to the contractor or his representatives by FWTRC representative. The details of buildings, cleaning schedule and approximate floor area for the various buildings are given in Appendix B.

1.2. Cleaning/ dusting of all doors, windows, mirrors, ventilators, pelmets, equipment, computers, printers and other office equipment as per schedule given in Appendix A.

1.3. Removal of wild grass/ weeds in and around buildings up to boundary wall of compound and along the road up to 01 meter on either side, shall be done minimum once in a fortnight, contractor shall provide arrangements to dispose of garbage to the notified dumping ground outside complex. The frequency may be increased during spring season (falling of dry leaves) and monsoon season and at the discretion of FWTRC for which no extra amount shall be claimed by the contractor.

1.4. Facade Cleaning: - The Institutional building have glass façade and requires to be cleaned on a regular basis to ensure long life and aesthetics. The cleaning may be done by any one of the prevalent method like spider cleaning, rig cleaning, using platform/ scaffoldings etc. All safety measures as per industrial norms should be followed during cleaning. The façade cleaning work may be subcontracted to a specialist, if required, but the responsibility for the work will be entirely with the contractor. The cost of cleaning chemicals and equipment required for façade cleaning will be borne entirely by the contractor.

1.5. Cleaning of walls, ceiling, open & closed verandahs, staircases, switch boards, wiring, including of cobwebs.

1.6. Cleaning of roads & pavements.

1.7. Removal and disposal of dead animals/ plants/ weeds/ dry leaves/ twigs etc.

1.8. Removal of honeycomb of wild bees.

1.9. Diluted acid/ other cleaning material will be used by the employee of the contractor for cleaning of WCs and urinals. Naphthalene balls will be used in the urinal, odonil/ air freshener will be placed in toilets and liquid filled in liquid soap dispensers in the toilets as on daily required basis at the expense of the contractor.

1.10. Roof tops, down water pipes and chajja tops of buildings will be checked for vegetation growth and loose leaves etc. and shall be cleaned every three months.

1.11. Shifting of office furniture/ equipment etc. as and when required.

1.12. Contractor shall arrange own transportation for movement of staff & cleaning material inside the Institute.

1.13. Contractor shall provide uniform with badges, apron, helmet/caps, gloves, boots and other required protective gears to its manpower and quoted rate shall be deemed to be inclusive of these items.

Signature of the bidder (s) with stamp

1.14. All personnel shall be in uniform with identity badges, aprons, helmets/ caps, gloves and boots. Contractor shall obtain approval from Director, FWTRC for uniforms, badges etc. Wearing of proper uniform with boots for men & women personnel shall be mandatory for entry and work at Institute premises.

1.15. Positioning of potable drinking water jar (20 litres) in the water dispensers including cleaning of water dispensers.

1.16. Positioning of flowers in the vase to the officers' room.

1.17. Cleaning of drains and sewer lines.

1.18. Checking of overhead water tank for uninterrupted water supply in the toilets/ washrooms etc.

1.19. Any other job/ works assigned by the FWTRC.

2. Manpower: -

2.1. The contractor shall employ required number of Supervisors (Semiskilled) and cleaning personnel (Unskilled) for housekeeping services.

2.2. The contractor shall ensure the availability of specified number of manpower throughout the period of the contract.

2.3. The contractor shall ensure that physically fit personnel above 18 years of age and not more than 55 years are only employed for working in the Institute. Persons with contagious diseases/medically unfit shall not be deployed.

2.4 The contractor should ensure that the Toilet blocks for Ladies on all the floors in the Institute and ladies rooms in the hostel should be cleaned by female employees only.

3. Contract Tenure: -

3.1. The service contract shall be initially for a period of one year and shall be subject to periodic review and evaluation of performance by the Director, FWTRC, Mumbai.

3.2. Renewal up to two more years on yearly basis can be considered after review of performance without any escalation in contract cost, terms & conditions.

3.3. No escalation in cost will be considered during the period of contract. Any expenditure on account of increase of salaries shall not be considered.

3.4. In case of extension of the contract for a limited period, if required, the contractor shall continue the service. For this period, cost of the running contract shall be considered without any escalation.

4. Working Hours: -

4.1. The housekeeping work shall be carried out on all days including Holidays in Hostel.

4.2 The housekeeping work shall be carried out during working hours (08:00 to 18:00 hours including lunch break from 1:00 pm to 1:30 pm) except Saturday & Sundays & Govt. holidays in the Institute.

4.3. In case of special requirements of housekeeping services beyond office hours or on holidays, the contractor has to provide the required manpower for which no additional payment will be made.

Signature of the bidder (s) with stamp

4.4. All the toilets and other areas should be cleaned before commencement of working hours i.e. 09:00 hours daily. In addition, toilets shall be cleaned at around 11:30 hours, 14:30 hours and 17:00 hours. Only ladies cleaning personnel shall be allowed for cleaning of ladies' toilets and the contractor shall make arrangements accordingly. The variation in timing of cleaning of toilets, if required, shall be notified by FWTRC but the frequency remains the same.

4.5. If personnel are on leave, contractor should ensure trouble free working by providing suitable replacement for which he must deploy additional manpower.

5. Payments & bills: -

5.1. Payment:

5.1.1. Contractor shall pay his employees within 07 days of completion of each month.

5.1.2. All the payments shall be based on minimum wages as per GOI rates updated with variable DA.

5.1.3. Contractor shall ensure that the payment of employees is done directly to the individual's bank account or by cheque and the proof of payment shall be submitted to FWTRC, Mumbai.

5.2. Bills: -

5.2.1. The payment to the contractor shall be made on monthly basis.

5.2.2. The contractor shall provide a copy of document furnishing the monthly payments made to the workman, duly certified by Director, FWTRC, Mumbai to monitor and ensure the minimum wages are paid to the workmen as the contract labour (regulation & abolition) act 1970 as amended from time to time.

5.2.3. Contractor shall submit bill on detailed cost for the number of man days supplied along with material cost etc.

5.2.4. The contractor shall submit following documents with bill:

- i. Attendance sheet duly signed by FWTRC representative.
- ii. Salary statement
- iii. Proof of EPF treasury challans, ESI/ Insurance, Gratuity, Bonus etc.
- iv. Monthly statement of wages.
- v. Proof of GST deposited for previous months.

5.2.5. Bill shall not be processed without above mentioned documentary evidence.

5.2.6. Payment towards all the Govt. levies/ taxes, as applicable shall be contractor's responsibility.

5.2.7. If any complaint is received from any person of the contractor regarding non- payment of full salary, the contract will be terminated without any notice/ clarification.

6. Penalty:-

6.1. If the contractor fails to provide the specified manpower, the contractor shall be liable to pay a penalty equivalent to one day's salary (Basic + DA) of the particular employee and the same shall be deducted from the bill, this is in addition to one day's (Basic + VDA) disallowed due to absence of the employee.

Signature of the bidder (s) with stamp

6.2. The contractor shall ensure that housekeeping personnel shall not be in intoxicated condition while on duty. Contractor shall ensure that his personnel shall not smoke or consume gutka, pan etc. at Institute and Hostel Building otherwise personnel shall be treated as absent and penalty shall be levied as given in clause 6.1 here-in-before.

6.3. In case of breach of any part or whole of the clause mentioned above by the contractor or his employees, FWTRC will have the right to cancel either in part or in full and shall have full right to entrust in part or full the work to any other contractor and the contractor shall be liable to pay the extra cost involved in the execution of cancelled part of the contract.

7. General Terms & Conditions: -

7.1. Tenderer shall treat the tender specifications and contents thereof as confidential.

7. 2. The contractor shall not divulge any information that is made known to him to anyone he may come across or to any person not authorized to receive such information.

7.3 Satisfactory Performance certificate from at least Two Govt./Quasi Govt. organizations /PSUs/State Govt. etc. providing a minimum of 20 manpower per month for at least one year. The Contractor shall submit documentary proof of the same along-with the tender.

7.4. The contractor shall submit copies of Income Tax Returns for the last three years and Solvency Statement from Bankers along with the tender.

7.5. Contractors registered with CPWD/MES/Railways/Ministries in eligible class may also participate in the tendering.

7.6. Contractor shall ensure that its personnel shall not take any material, equipment, papers, plants, trees, wood etc. out of Institute premises. In the events of such cases, suitable action as per law shall be taken.

7. 9. Contractor shall ensure IN/ OUT records of all personnel in New Institute & Hostel Building of FWTRC Security Gate Office. In no circumstances any one shall be allowed to stay (night) in the premises.

7.10. The contractor shall maintain the Registers as per contract Labour (Regulation & Abolition) Act 1970.

7.11. The Contractor shall indemnify and hold FWTRC, Mumbai and/ or any officer, employee thereof harmless from any loss, damage, liability or expense, on account of damage and injuries, including death, to any persons employed by him. The vendor shall, at its expense, defend any suits or proceedings brought against FWTRC, Mumbai, on account thereof, and shall satisfy all judgments and pay all expenses which may be incurred by or rendered against them, or any of them, in connection therewith. It is expressly understood that the Contractor shall keep fully indemnified against third party claims and damages to or caused by work performed under this contract.

7.12. The contractor shall be responsible for complying with all the statutory provisions of the applicable Labour laws applicable to the contractors and FWTRC. Breach or ignorance of the applicable laws, by contractor or employees if any, noticed at any point of time shall render the contractor liable and responsible for the consequences under Labour Laws and other applicable laws.

7.13. All facilities and amenities are to be provided by the contractor to the workers as laid down in the Contract Labour Law Act. The contractor shall comply with all the provisions of Contract Labour (Regulation & Abolition) Act 1970 read with ESI Act, EPF and Minimum Wages Act and other statutes (like bonus etc.) applicable to the workers.

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7.14. The contractor shall not allow or permit employees to participate in any trade union activities or agitation in Institute Premises.

7.15. Frequent changes of contract employees shall not be preferred but any changes shall be done to the satisfaction of FWTRC, Mumbai.

7.16. In case any employee proceeding on long leave or suspended/ dismissed from services or leave the job, the temporary Identity Pass/ Card of such employee shall be withdrawn and shall be deposited with the issuing authority.

7.17. FWTRC, Mumbai shall not be responsible for any injuries or loss of life of any employee of the contractor that may take place while on duty or otherwise. Any expenditure towards treatment for such injuries shall be sole responsibility of contractor. FWTRC, Mumbai shall not have any liability whatsoever in this aspect. For all the purposes, the contractor will be the Principal Employer and all liability towards the workers shall rest with the contractor.

7.18. The contractor shall ensure that housekeeping personnel are selected after due verification of antecedents from police authority of the concerned locality. Verification of character and antecedents of the employee shall be completed within a month of appointment. FWTRC, Mumbai shall reserve the right to suggest changes, if any, as and when considered necessary.

7.19. FWTRC, Mumbai reserves the right to reject any person proposed to be employed by the contractor without assigning any reason.

7.20. The contractor shall ensure strict compliance of the provisions of Workman's Compensation Act.

7.21. Any theft or damage caused by the Contractor's employee shall be borne by the contractor and shall be made good at the earliest but not later than 20 days.

7.22. Personal bag & baggage of the contract personnel shall be liable for physical check-up both at the time of entry into the campus and while leaving at the security gate.

7.23. The contractor shall provide a pigeon hole type steel cupboard at the gate to keep the personal belongings of the contract employees during entry for duty for which no payment will be made by FWTRC at any circumstances.

7.24. Inspection: - The contractor or his authorized representative having special power of attorney shall attend the office whenever required and shall be available during inspection.

7.25. The contract workers employed by the contractor shall be the employees of the contractor and there shall not be any employer – employee relationship between FWTRC, Mumbai and the said contract workers on any ground whatsoever, FWTRC, Mumbai will not issue any experience certificate to the employees of the contractor.

7.26. The successful contractor should issue ESI & EPF number and cards to all manpower within two months from the date of award of contract and the same should be deposited to the concerned officer of the FWTRC for further verification.

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## 8. Bidding

8.1. The tenderer shall visit FWTRC, Mumbai before quoting and shall get familiarized with the site condition and facilities. A pre-bid discussion meeting is scheduled on 1<sup>st</sup> April , 2019 at 11.00 hrs at FWTRC, 332 SVP Road, Khetwadi, Mumbai. The tenderers are advised to participate in pre-bid discussion meeting and visit the site at New Panvel, Navi Mumbai for better understanding of scope of work as they shall be considered to have full knowledge of all relevant documents, samples, site etc, whether they have visited site or not. Any claim in this regard shall not be acceptable.

8.2. The contractor shall quote for the contract as per scope and terms and conditions taking into account the scope of work, working hours and financial aspects for other expenses as well as transport of contract personnel in the premises of FWTRC.

8.3. Cost of complete work shall be taken for comparing bid and contract shall be awarded to the lowest bidder (L1). The tenderer shall quote on the latest minimum wages (pay & allowances) to be paid to the workers as laid down by the Central/State Govt. (whichever is higher). The tenderer shall provide the latest copy of the government notification along with their tender to support this fact. FWTRC reserves the right to disqualify the tenderer if he fails to satisfy FWTRC that minimum wages are not been paid to the workers or contravenes any of the provisions of the Contract Labour (Regulation And Abolition) Act 1970 or any of the statutes applicable to him for the time being in force.

8.4. Tenders shall submit the financial bids in the enclosed format (Appendix-C)

9 Attendance of Manpower: All the manpower deployed of New Institutional and Hostel Building Premises should mark their attendance in the bio-matric Attendance system. For the same, the qualified contractor should complete all formalities before deployment of manpower.

10. Force Majeure Clause: If at any time during the continuance of this Contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to "as such acts") provided notice of happening of such event is given by one party to the other within 21 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Secretary as to whether the deliveries have been so resumed or not, shall be final and conclusive, PROVIDED FURTHER that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may at its option terminate the contract provided also that the purchaser shall be at liberty to take over from the Contractor at a price to be fixed by Secretary, which shall be final, all unused, undamaged and accepted material, bought out components and stores in course of manufacture in the possession of the contractor at the time of such termination or such portion thereof as the Purchaser may deem fit excepting such materials, bought out components and stores as the contractor may with the concurrence of the purchaser elect to retain.

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## List of building &amp; cleaning schedule

<b>Institute Building</b>			
<b>A</b>	<b>Work to be completed by 09:00 am on all working days</b>		
<b>Sr. no</b>	<b>Type of service</b>	<b>Frequency of service</b>	<b>Method</b>
1	Sweeping & wet mopping on all the floors including officers cabin, class rooms , lift lobby, workstation area, clinic, canteen/pantry whichever applicable in all floors & all rooms	Daily once	Manually / Mechanised
2	Collect of waste from the waste paper basket and disposing off at Municipal bins outside Institute premises	Daily once	Manually
3	Dusting & wiping of all open work stations along with telephone instruments, cabins including desk chairs, tables, side units, sofas , Computers, printers & other furniture on each floor in all rooms	Daily once	Manually using dry & wet cloth as per requirement
4	Sweeping of stairs, Drive way and Parking area around the Institute premises	Daily once	Manually using dry & wet cloth as per requirement
5	Cleaning of window glasses from inside as well as outside in all rooms , passages and in the institute	Daily once	Manually using necessary tools and cleaning materials
6	Sweeping and wet mopping of entrance lobby, lift lobby wherever applicable	Daily Thrice	Manually using necessary tools and cleaning materials
7	Removing of cobwebs from ceilings, Removal of wild grass/ weeds in and around buildings up to boundary wall of compound and along the road up to 01 meter on either side, shall be done.	Once in a fortnightly	Manually using necessary tools etc.
<b>B</b>	<b>Works to be carried out at different intervals</b>		
1	Cleaning of toilets along with toilet fixtures such as urinal, washbasins, W.C., mirror, lights, doors, dustbins, buckets, mugs, towels in the toilet etc. scrubbing of all walls and floor in the toilet thoroughly in the morning and thereafter every hour a check should be maintained to keep the toilet clean and dry. Soap containers fitted in the toilets should be filled every day with any branded liquid soap like Dettol, Lifebuoy etc. and provide sufficient no of naphthalene ball in each toilet.	Daily Four Times (before 09.30 am, at 11:30 am , at 2.30 pm and at 5.00 pm)	Scrubbing/ washing with appropriate cleaning material / machines Wet & dry wiping manually / mechanically with soap solution spray cologne

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2	Cleaning/ Sweeping and wet mopping of entrance lobby, lift lobby wherever applicable	Daily Twice (before 09.00 am and at 02.30 pm ) and when required	Scrubbing/ washing with appropriate cleaning material / machines Wet & dry wiping manually / mechanically with soap solution spray cologne
3	Pest Control	Once in a month (after office hours)	Should be used eco-friendly and Govt. approved chemicals
4	Rodent Control	Once in a month (after office hours)	Eco-friendly glue boards and chemicals, cakes are used to control rodent infestation.
<b>Hostel Building</b>			
A	Work to be completed by 09:00 am on all days including Saturday, Sunday & Holiday		
1	Sweeping & wet mopping on all the floors on all floors & all rooms	Daily once	Manually using dry & wet cloth as per requirement
2	Collect of waste from the waste paper basket and disposing off at Municipal bins outside Institute premises	Daily once	Manually
3	Dusting & wiping of all open work stations along with telephone instruments, beds , chairs, cupboards & other furniture on all floor in all rooms	Daily once	Manually using dry & wet cloth as per requirement
4	Cleaning of window glasses from inside as well as outside in all rooms , passages in the hostel	Daily once	Manually using dry & wet cloth as per requirement
5	Sweeping and wet mopping of Stairs, entrance lobby wherever applicable	Daily once	Manually using dry & wet cloth as per requirement
6	Cleaning of toilets along with toilet fixtures such as u washbasins, W.C., mirror, lights, doors, dustbins, buckets, mugs, in the toilet etc. Removing of cobwebs from ceilings, scrubbing of all walls and floor in the toilet thoroughly in the morning.	Daily once	Scrubbing/ washing with appropriate cleaning

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			material / machines Wet & dry wiping manually / mechanically with soap solution spray cologne
7	Pest Control	Once in a month (On Saturday & Sunday)	Should be used eco-friendly and Govt. approved chemicals
8	Rodent Control	Once in a month (On Saturday & Sunday)	Eco-friendly glue boards and chemicals, cakes are used to control rodent infestation.
9	Removing of cobwebs from ceilings, Removal of wild grass/ weeds in and around hostel buildings.	Once in a fortnightly	Manually using necessary tools

#### Machines & Equipment to be used for cleaning & maintenance of sanitation

Sr. No.	Machine Type	Function
1	Scrubber Driers- Heavy Duty	Scrubbing , Drying of floors at Passage, Reception area, Waiting area, Passage in wards etc.
2	Compact Scrubber Driers	Scrubbing , Drying of floors at Offices, Meeting rooms, Cabins, Toilets etc.
3	Single Disc Scrubber	Scrubbing of floors at Toilet, Lift lobby, Heavy Football area.
4	Hand Scrubbers	Dado Area, Skirtings, Unreachable Corners and Staircases
5	Wet and Dry Mop/ Steel Scrubber	Scrubbing , Drying of floors at Offices, Meeting rooms, Cabins, Toilets, Heavy Football area etc
6	Dry Vaccum Cleaners	Dry Vaccuming at Store, Consulting Rooms, Reception Desk, Window Channels, Computer Telephone etc.
7	High Pressure Water Jet Machine	Toilet Cleaning for Urinals & Commodes.
8	Steam Jet Cleaners	Cleaning & Disinfection of Wash Basins, Urinals & Commodes.
9	Hand Gloves/ Toilet Brush	Toilet Cleaning for Urinals & Commodes.
10	Glass / Yellow Duster, Rubber/ Glass Wipers	Office items, Laminated Furniture, PC, Xerox Machine/ Printer Cleaning, Glass partitions etc.
11	Hand Scrubbers/ Soft & Hard Brooms	Pantry Cleaning, Dado Area, Skirtings, Unreachable Corners and Staircases

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## Approximate floor area for Institutional and Hostel Building

Sr.No	Name of the Building	Floor	Approximate area in Square feet	Remark
1	Institutional Building			
	i) All rooms	Ground	5060.16	Director cabin, officers & faculty rooms, classrooms , library etc.
		1 <sup>st</sup>	6513.24	
		2 <sup>nd</sup>	4606.8	
	ii) Entrance	Ground	650	
	iii) Lobby	Ground	2423.15	
		1 <sup>st</sup>	2423.15	
		2 <sup>nd</sup>	2423.15	
	iv) Toilets (Gents 5 , Ladies 1)	Ground	581	Faculty, Passage General, P.H Toilet, Gents Block LHS & RHS, Ladies Block RHS- (Each 1)
	Toilets (Gents 4, Ladies 1)	1 <sup>st</sup>	480	P.H. Toilet, Director Room, Gents Block LHS & RHS, Ladies Block RHS- (Each 1)
	Toilets (Gents 3, ladies 2)	2 <sup>nd</sup>	625.15	P.H. Toilet, Gents Block LHS & RHS, Ladies Block LHS & RHS – (Each 1)
	v) Terrace	1 <sup>st</sup>	737.27	
		Roof	10090.72	
	vi) Staircase	Ground	909.54	
		1 <sup>st</sup>	909.54	
		2 <sup>nd</sup>	909.54	
	vii) Parking area (substation , transformer room, open area )	Ground	1911.51	
2	Hostel Building			
	i) All Rooms	Ground	1602.37	
		1 <sup>st</sup>	1727.19	
	ii) Toilets (14)	Ground	428.10	
	Toilets (14)	1 <sup>st</sup>	428.10	
	iii) Corridor	Ground	802.48	
		1 <sup>st</sup>	802.48	
	iv) Staircase	Ground	118.65	
3	Clinic			
	i) All rooms	Ground	1602.37	
	ii) Corridor	Ground	327.74	
	iii) Toilet (Genta1,Ladies1)	Ground	88.02	General Toilet Male & Female – (Each 1)
4				
	Dinning plus kitchen area	1 <sup>st</sup>	1180	

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**Government of India**  
**Ministry of Health & Family Welfare**  
**Family Welfare Training & Research Centre**  
**332, SVP Road, Khetwadi, Mumbai-400004**

**Contractor's details (Mandatory Information)**

Supporting documents be annexed with the application form (Application found deficient in any respect are liable to be rejected without further correspondence)

Sr. No	Description	Information	
01	Name of the Applicant Firm		
02	Nationality		
03	Address (attach separate paper for addresses of other offices) Enclose Voter ID/ Electricity Bill/ Landline Telephone Bill or any other authenticate copy of address proof	Regd. Office	
		Head Office	
04	Telephone Numbers	Landline / mobile no	
		Fax No	
		E-mail address	
05	Other Details (Enclose copies)	PAN details	
		GST registration Number	
06	Constitution of Firm	Individual	
		Sole Proprietorship	
		Partnership Firm	
		Public Ltd. Company	
		Private Ltd. Company/ Public Sector Enterprises	
07	Details of Bank Account (Enclose copy of front page of pass book & personalized cancelled cheque)	Account No	
		Type of Account	
		Name of Bank	
		Name & Address of the branch	
08	Earnest Money Deposit	Amount in Rs.	
		DD/BC/PO No	
		Date of issue	
		Name of issuing Bank	
		Address of issuing bank	
09	Certificates / Undertakings	a)I/ we (including all partners) certify that I/ we have carefully read the Terms & Conditions mentioned in the tender enquiry form and shall abide by them.	

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		b) I/ we certify that the information given is true to the best of my/ our knowledge. I/ we also understand that if any of the information is found wrong/ false at any stage. I/ we are liable to be deregistered from panel of approved contractors/ banned for doing any business dealings with Government Departments or blacklisted or subject to any monetary penalties that be deemed fit and appropriate by FWTRC / Government.
		c) I/ We agree to the forfeiture of the Earnest Money Deposit if I/ We fail to comply with all or any of the terms & conditions in whole or in part as laid down in the Tender Enquiry Notice No. FWTRC/ Housekeeping /01/2019 which would constitute and have force of a contract between me / us and the FWT&RC,Mumbai if I/ we am/ are declared a successful bidder.
		d) I/ we hereby also certify that, I/ we have signed all the pages of the document with my/ our conscious and no body from FWTRC influenced/ compelled to do so.

Advisories: -

1. The participating firm is requested to visit New Institutional and Hostel Building at New Panvel before quoting and shall get familiarized with the site condition and facilities. A pre-bid discussion meeting is scheduled on 1/04/2019 on 10.00 hrs at FWTRC, 332 SVP Road, Khetwadi, Mumbai-04.
2. The participating firm is requested to use both sides of the papers of the bidding documents to save the papers and trees.
3. All interested firms are requested to check FWTRC website [www.fwtrc.gov.in](http://www.fwtrc.gov.in) regularly for any amendment/ corrigendum.
4. Participating Firms are requested to avoid the bid bulky. Relevant documents as sought the through the tender enquiry notice should be annexed.

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## FINANCIAL BID

(To be quoted on the Letter Head of the Firm)

Table 1: Providing of man power

Sr.No	Rates in Rs	Number of Man Power @ of Rs/month	Total amount in Rs. Per month
1	Supervisor (semi-skilled)		
2	Cleaning Staff (un-skilled)		
3	Total (1 + 2 ) above		
4	ESI @ ..... On Sr. No 3 above		
5	EPF @ .....on Sr.No.3 above		
6	Total Sr.'s (3+4+5) above		
7	Service charge @ .....on Sr.No 6 above (to be quoted by the firm & should be more than @ 2 % and up to two decimal places only)		
8	Total Sr.No (6+7) above		
9	GST as applicable on Sr, No. 8 above		
10	Grand total Sr. Nos. (8+9) above and to be rounded off to next digit, if required		

Table II: Provision of Cleaning materials (Fixed Component of Financial Bid valid for throughout the period of contract) to be utilized.

Sr. No	Description of Item	Units	Brand	MRP in Rs	Monthly quantity requirement (Approximate)	Amount in Rs
1						
2						
3						
4						
5						
Subtotal						
GST						
Grand Total						

\*Add rows for items

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Table No. III:

Sr.No	Description	Unit	Rate in Rs.	Quantity	Amount in Rs.
1	Provision of manpower	Per month	As arrived at Sr. no. 10 Table no. I	1 month	
2	Supplying of cleaning material as required	Per month	As arrived at Grand Total in Table No. II	1 month	
3	Total cost per month				

Terms & conditions of Financial bid:

1. The rate quoted against S.No.-1 & 2 in Table III above shall include all expenditure like monthly salary, E.P.F. employer's share, ESI or equivalent, other allowances, any type of taxes including GST etc.
2. The rate quoted against S.No.2 of materials required for the work shall also include material cost, transportation cost, operation cost, administrative cost, all taxes. The amount quoted under this description shall be converted to monthly basis for release of running account payment to the contractor during currency of contract, if eligible and claimed by the contractor.
3. The tender shall quote the amount as total cost of items as per Appendix-C at S1.No.2 of above table.
4. The Financial Bid shall be free from any conditions. Conditional bid shall be rejected straightway and no representation in this regard shall be entertained.

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## List of mandatory documents to be attached with the Techno-commercial Bid

Sr.No	License Certificate Description	Attached Yes/ no	Details with validity	Page no in the bid
1	Earnest Money Deposit (EMD) of Rs.50,000/- (Rupees Fifty Thousand Only) in the form of DD/BC/PO in favour of Director, FWTRC, Mumbai			
2	Copy Of PAN Card			
3	GST registration			
4	Employee Provident Fund (EPF) Registration			
5	Employee State Insurance Scheme (ESI) Registration			
6	Latest copy of approved minimum wages act			
7	Undertaking from the Contractor regarding the contractor will not allow or permit any employee to participate In any trade union activities or agitation in FWTRC premises			
8	Income Tax Returns for the last Three years			
9	Original Tender document duly signed and stamped at all pages			
10	Tender Document Fees of Rs.1000/- (Rupees one thousand only) in the form of DD/BC/PO in favour of Director, FWTRC, Mumbai			
11	Duly Filled Annexure -II			

## Registration Details of the firm:-

Sr.No	Name of the Organization Firms registered or enlisted or working with Ministries / Department of Ministry/PSUs/CPWD/MES/Railways are eligible to participate in the tendering process subject to submission of valid documents issued by concerned authority	Attached Yes/ no	Details	Page no in the bid
1				
2				
3				
4				

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