

No.M-11013/11/GEN/MER/2016  
Government of India  
Ministry of Statistics and Programme Implementation  
National Sample Survey Office  
(Field Operation Division)

Regional Office, Maha (E) Region  
CGO Complex, A-Block, 3<sup>rd</sup> Floor  
Seminary Hills, NAGPUR -06  
Date: 22/01/2018

To

M/s. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sub : Quotation for House Keeping, Cleaning & Caretaking Services NSSO Hostel—reg.

Sir,

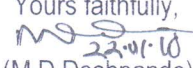
The Regional Office, National Sample Survey Office (Field Operation Division), under the Ministry of Statistics and Programme Implementation, Government of India, invites Sealed Quotations/Bids from experienced and reputed registered firms engaged in the business of Housekeeping and Caretaking services for NSSO Hostel located at Seminary Hills, Nagpur, on contract basis for a period of one year from the date of award of contract. The detailed terms and condition for providing Housekeeping Services, Cleaning & Caretaking Services to NSSO Bhavan Hostel, Nagpur is enclosed. The interested tenderers may send their tender on or before 07/02/2018

The interested parties may inspect the premises at any time during office hours on any working day to access the job requirement / quantum of work involved. They are requested to read the term and condition of the contract carefully before sending the quotation. The firms should send their quotations to Head of Office, Regional Office, National Sample Survey Office (FOD), 3<sup>rd</sup> floor, A-Block, CGO Complex, Seminary Hills, Nagpur. The sealed enveloped should be superscribed "Quotation for House Keeping, Cleaning & Caretaking Service".

Bidder shall quote the rates in India Rupees for the entire contract on a 'single responsibility' basis. This includes all the liabilities of the contractor such as cost of all statutory liabilities like Minimum Wages, ESI, PF contributions, service charges, all kinds of taxes etc. which should be clearly stated by the contractor. The offers of those prospective bidder which do not meet the statutory requirements are liable to be rejected. Condition bids/offer will be summarily rejected.

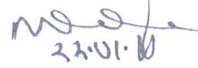
The quotation should be valid at least for 4-month from the date of submission. Late submission of tenders shall not be accepted. Undersigned reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

Encl : Annexure-I, II & III

Yours faithfully,  
  
22.01.18  
(M.D. Deshpande)  
S.S.O. & H.O.

Copy to :

1. Notice Board, NSSO (FOD), Regional Office / Zonal Office, Nagpur.
2. The Computer Center, New Delhi for uploading in the website.

  
22.01.18  
(M.D. Deshpande)  
S.S.O. & H.O.

## ELIGIBILITY CRITERIA

Only those Agency/Proprietary Firm/Partnership Firm/Company who fulfill the following minimum criteria need to submit their bids and failure to provide necessary documents will render the bidder disqualified on technical grounds:-

1. The bidder should have the Registrations of a) PF Registration b) ESI Registration c) ~~GST~~ Registration d) Valid License, issued by Regional Labour Commissioner, Govt of India, and details of the same be provided in the Bid.
2. It should have PAN, TAN number and Sales Tax/Service Tax Registration (proof in this regard may be attached with the bid).
3. The service provider should have a work experience of minimum three years for housekeeping services preferably with the Government Department. The necessary experience certificate to be attached with the tender documents.
4. It is obligatory for the contractor that workers are paid at least minimum wages according to minimum wages fixed by the Central Government from time to time.
5. They should have no police case against them in any of the police station of India. Self-undertaking to be attached with the tender documents.
6. The bidders must have successfully completed minimum three contract jobs of providing Hostel Cleaning, Housekeeping & Caretaking Services under the respective contract for organizations, Institutions or reputed Private firms.
7. It should have been registered under Relevant Act and a copy each of the registrations shall be attached with the bid.
8. It should not have been blacklisted by any Government Organization. Undertaking in this regard is to be furnished.



## Terms and conditions for Engagement/ Outsourcing of Hostel Housekeeping and Caretaking Services

### I. Introduction

The Zonal Training Center, Western Zone, National Sample Survey Office (Field Operations Division) under the Ministry of Statistics and Programme Implementation, Government of India, organizes various Training programmes throughout the year for its employees/staff. The office owns a three storied Hostel-cum-Guest House namely, 'NSSO BHAVAN' located at Seminary Hills, Nagpur. The Hostel consists of 22 ordinary rooms, 5 executive and semi-executive rooms, manager room, dining hall, kitchen and lounge. Air conditioners have been provided in each of the room.

On an average, 11 to 15 training programmes (five days in each) for about 25 participants are being organized in a year. The hostel serves as lodging and boarding facility for participants of Training Programmes, meetings, conferences, etc. organized by NSSO. Apart from this some official guests are also stays in the hostel occasionally. Therefore, efficient Hostel Cleaning, Housekeeping, Caretaking services are required in the hostel. Consequently, scope, terms and conditions of required services are being given below.

### II. DETAILS OF NSSO BHAVAN HOSTEL

Sr. No.	Description	Ground Floor	First Floor	Second Floor	Area (sq.ft.)	Remarks
1.	Ordinary Rooms	-	10	12		
2.	Suite	1	2	-		
3.	VIP Suite	2	-	-		
4.	Dining Hall	1	-	-		
5.	Kitchen	1	-	-		
6.	Manager Room	1	-	-		
7.	Lounge	1	-	-		
8.	Verandah	1	1	1		
9.	Garden/Premises	1	-	-		

### SCOPE OF WORK

The contractor will perform all the services pertaining to care taking and housekeeping of the NSSO BHAVAN, located at Seminary Hills, Nagpur - 440006 consisting of aforesaid number of rooms, toilets, dining room, reception, kitchen, corridor and garden etc. The services to be provided and scope of work in each category are enumerated in the succeeding paragraphs.

## CARE TAKING SERVICES:

The Contractor will provide round the clock reception services at NSSO BHAVAN who will be capable of speaking in Marathi, Hindi/ English. Reception services will include allotment of rooms to the guests allotted by this office, getting the necessary entries made in the records on arrival and departure of guests. The contractor will also provide round the clock attendant services which will include issue of cleaned, washed Blankets & Towels, etc., every day and other materials required by occupants of the Guest House from time to time. They will be also responsible for accounting of issues and returns and reporting on losses and damages.

The exact inventory of the items shall, however, be taken and recorded by this office at the time of handing over the job. Any other material/equipment required by the contractor for the day-to-day working, will be purchased and made available by this office. The contractor will be responsible to maintain all provided items in service condition at his own cost. It should be ensured that there is no unauthorized occupation of rooms and no misuse of facilities. Following points should be kept in mind while discharging duties.

- Energy saving and water conservations is essential and the caretakers at the Hostel should ensure that the air conditioners, lights, etc. are switched off when the guests are not in the rooms and that unoccupied rooms are kept under lock and key.
- Collection of room rent and service charges under printed bills and its remittance to the Office on a daily/weekly basis.
- Maintenance of accounts/registers in respect of Hostel.
- Equipment such as Television, Water purifier, refrigerator, washing machine, Grinder, sports and recreation equipments etc. are available in the Hostel shall be kept clean and looked after properly; and
- Similarly, the caretaker at the office should take care of all equipments at the hostel. If any item comes up for repair, the same shall be reported to the Office so that the Office would do the needful.
- The caretaker should look after filling of water in Roof Top Water Tanks and Water Storage Tank (Underground) properly. Occasional care should be required for small fountain available in the premises of hostel.
- The bed sheets, bedcovers, pillow covers, towels, screens etc. shall be sent to the laundry for washing, ironing and collected back by the Contractor. The charges for the same shall be reimbursed by client on actual basis on presentation of bills/vouchers etc.



### **HOUSEKEEPING & CLEANING SERVICE:**

The contractor shall ensure cleaning work including sweeping of floor, wet floor cleaning and dusting of wall, TV sets, Study Tables, Refrigerator, doors and door and windows from inside and outside, ceiling, staircase, dusting of Venetian blinds/curtains, cleaning of tables, chairs and cupboards, removing cobweb in building covering floor, ceiling, side balconies, corridors, stair cases and terrace in all the buildings on a regular basis.

The contractor shall be responsible for the proper sweeping, mopping and cleaning of the hostel and should keep the Hostel/Guest House & its premises clean. All the Housekeeping material like brooms, cobweb sticks, dusters, mop sticks, buckets, mugs, toilet cleaner, floor cleaner, toilet fresheners, urinal cakes, cleaning powder, phenyl, hand wash liquid, toilet cleaning brush, cleaning / dusting cloth, water wipers, dustbins, garbage bins, room spray, scrubbing pads, naphthalene balls, glass cleaner etc., shall be supplied by the office on need basis. The requirements of such consumables will have to be requisitioned by Contractor to this office in advance, to ensure smooth and uninterrupted service.

#### **Daily Services**

- Proper and effective cleaning and sweeping and wet mopping of the entire premises daily including the lobby.
- Cleaning of all rooms, corridors, removal and quick disposal of garbage and kitchen wastes.
- Maintenance of cleanliness in the garden and flower plants.
- Removal of dust from furniture, floors, rooms, veranda, kitchen, toilets, etc.
- Proper and effective cleaning and washing of toilets, urinal, washbasins, sinks, sanitary fitting and fixtures using disinfecting material like Vim, phenyl, Acid. Cleaning of all sanitary fitting, tiles and mirrors in the toilets walls.
- Keep the room ready to occupy
- Providing house-keeping materials in each rooms need basis to occupants/guests
- All areas surrounding the boundary wall of hostel including footpath on the front side, outside hostel.
- Shifting to furniture and other equipment and files, and other equipment's whenever required.
- Cleaning of drinking water areas including attached sinks and tiles etc., with detergent, chemicals regularly and more often if required.
- Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of waste water.

### Weekly Housekeeping Services

- Removal of cobwebs in all the rooms, halls, corridors and lavatories. Dustup/clean beams and ceiling, clean lights. Lights fittings, fans, A/C grills, fittings and fixtures.
- Changes the bed sheets in all the rooms as advised by the office caretaker or on vacation of room by an occupant.
- Cleaning carpet with vacuum cleaner
- Check and replenish first-aid box and Fire Extinguishers (material will be supplied by the Office).
- Cleaning terrace of the buildings on weekly basis.
- Cleaning Underground/Overhead Water Tank, pest control etc.

**Working Days/Timings.** Seven-days week will be observed for providing daily/weekly services mentioned above. Daily services shall be completed latest by 0900 hrs daily.

### **Engagement and Development of Manpower for Caretaking & Housekeeping Services**

S. No.	Manpower Type	Hours of Duty	No. Of Personnel	Category
1.	Hostel Caretaker	8	3(One in each shift)	Skilled
2.	Attendant	8	3(One in each shift)	Unskilled
3.	Sweeper & cleaner	2 to 4	2(Daily)	Unskilled

Note: It is expected that the manpower deployed at the Guest House of NSSO shall not fall below the numbers, specified in the above table.

Rates of Other Charge and Service Charge may be quoted in the following proforma:

S.No.	Description	Rate Per Month Per Person Full Time			Rate Per Month Per Person Part Time
		Hostel Caretaker	Attendant	Sweeper & Cleaner	Sweeper & Cleaner
1	Basic Pay				
2	ESI				
3	EPF				
4	Service charge				
	Total				
	GST				
	Total				

N.B. Tenderer has to submit the entire set of tender paper duly signed while dropping the tender.



**Terms and conditions:**

- 1) Rates/Quotations duly filed in, will be received up to the date and time mentioned in the letter.
- 2) Bidders should not indulge in employing child labour.
- 3) The Regional Office, NSSO (FOD), Nagpur, reserves the right to postpone and/or extend the date of receipt/opening of Tenders or to withdraw the same, without assigning any reason thereof.
- 4) The contractors are required to submit the complete Rates/quotations only after satisfying each and every condition laid down.
- 5) Rates/quotations should be submitted and signed by the authorized representative of the contractor with its current business address
- 6) Contractor shall in no case lease/transfer/sublet or appoint care taken for services.
- 7) Contractor shall be directly responsible for any/all disputes arising between him and his personnel and keep this office indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.
- 8) Contractor shall be fully responsible for theft, burglary, fire or mischievous deeds, if any, by his staff. Any loss due to any of above reasons shall be compensated by him in full.
- 9) The Contractor will ensure that no person deployed by it indulges in smoking, drinking alcohol, consumption of any intoxicants, chewing pan, tobacco etc. or unnecessarily loitering in the premises without work.
- 10) After the award of Contract, the Contractor shall be on trial for two months, subject to fortnightly review of performance, and the continuance of the contract for the remaining period shall be subject to the satisfactory performance during the trial period. The Period of contract shall initially be for a period of one year from the date of awarding the contract extendable for another year on satisfactory performance with such amendments as may be mutually agreed upon and also subject to the necessary approval of the Competent Authority. NSSO (FOD) also reserves the right to terminate the contract after giving 30 days' notice without assigning any reason thereof.
- 11) The staff employed by the contractor shall have no right to any employment in the Department based on the service rendered or any other basis and it is purely a contractual responsibility through the contractor.
- 12) The personnel deployed should be well experienced, trained adequately and of sound health. They should be disciplined and well mannered. They should be provided with uniforms and identity cards, which should be displayed

prominently. They should have knowledge of local language and preferably English too.

- 13) During the validity of the contract, if any damage or loss of whatsoever nature, to property or person employed by the Contractor, is caused, the sole responsibility of the same shall lie on the contractor alone. The Department will be indemnified by the Contractor from such loss/damage, if any to the property or person.
- 14) Similarly, if any damage or loss to client property is caused on account of negligence/misconduct of the Contractor or his Personnel, the same shall be the sole responsibility of the Contractor and the amount of such loss or damage as determined by client shall be recovered from the Contractor.
- 15) The contractor shall indemnify and keep this Office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this Office shall not be liable for any damages or compensation to any personnel or third party.
- 16) The responsibility of providing substitutes if a person goes on leave shall be with the contractor and it should not hamper the effective functioning of Hostel.
- 17) The contractor shall be responsible for any commissions and omissions of the caretaker and other persons employed by them.
- 18) The contractor shall supervise the functioning of the caretakers within their limitations and shall take all efforts to ensure that the services provided are efficient and flawless.
- 19) The contractor shall employ only healthy adult and trained staff with good health and sound mind for all services.
- 20) The contractor will neither appoint any sub-contractor nor will sub-let the work assigned to him
- 21) TDS, if applicable shall be deducted from all payments made to the contractor as per rules and regulations in force and in accordance with the income tax act prevailing from time to time. Statutory norms, such as ~~GST~~, VAT, etc. shall be applicable as per Government of India norms.
- 22) The Agency shall be contactable at all times and shall acknowledge immediately messages on receipt on the same day. The Agency shall strictly observe the instructions issued by the Office in fulfilment of the contract from time to time.
- 23) The persons to be deployed by the service provider should be more than 18 years old, active and having good health and should be at least semi-literate.
- 24) The Agency will have to employ trained civilians, who have at least one year of experience in cleaning of bathrooms, toilets, open areas/carpet areas with electronic gadgets, garbage collection etc



- 25) The contractor shall, employ a Supervisor for monitoring of its manpower, material etc., who would be responsible for all the activities of caretaking, cleaning and sweeping. The supervisor should have a minimum experience of 3 years of supervising. Necessary supervising certificates may be attached.
- 26) It must be ensured that any specific sanitation task assigned by the NSSO (FOD) or any officer authorized by the Administration is carried out diligently and well in time;
- 27) NSSO (FOD) will have the right to adopt any measures/setup system for ensuring proper performance of duty, deployed by the contractor, including their being in proper uniforms, punctuality, discipline etc.
- 28) Payment to the agency shall be made on monthly basis on receipt of a bill from the contractor in duplicate, duly pre-receipted on revenue stamp and complete in all respect. No advance payment in any case would be made. The monthly payment will be subject to satisfactory services being rendered.
- 29) The persons engaged by the Agency should not have any adverse Police records/criminal cases against them. The Agency would be responsible to make adequate enquiries about the character and antecedents of the persons before proposing deployment their engagement for the purpose. The Character and antecedents of each personnel will be got verified by the service provider before their deployment through the local police and such report should be submitted before deployment. Proofs of identity like driving license, Election photo Identity Card, bank account details, previous work experience, proof of residence and recent photograph and a certification to this effect should be submitted to the NSSO (FOD). The Service provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request from NSSO (FOD).
- 30) If any of the Contract workers is found misbehaving with the supervisory staff or any other Staff member/Trainees of the NSSO (FOD), the Contractor shall, on receipt of instruction of the competent authority in this regard, replace such workers. The Contractors shall issue necessary instructions to its employees to act upon the instructions given by the supervisory Staff of NSSO (FOD).
- 31) The agency shall be solely responsible for complying with all the provisions of EPF and Misc. Provisions Act, 1952 and ESI Act relating to manpower engaged for this contract and in the event of any liability by virtue of its being principal employer due to failure of the contractor shall indemnify and reimburse the amount payable by NSSO (FOD) on this account.
- 32) The contractor shall submit every month the proof of having deposited the amount of contribution claimed by him on account of ESI & EPF towards the persons deployed at NSSO (FOD) in their respective names before submitting the bill for the subsequent month. In case the contractor fails to do so, the amount

claimed towards ESI & EPF contribution shall be withheld till submission of proof of payment by the contractor.

- 33) The contractor shall particularly abide by the provisions of Minimum Wages Act. If the minimum wages is revised by the Government of India., the incremental wages, if applicable, will be provided.
- 34) The successful Agency will be required to execute an agreement with NSSO (FOD) within the period specified in the award letter.
- 35) Unsatisfactory performance of contract at any stage of time shall be liable for termination of work award order and may also lead to forfeiture of performance-cum-security deposit.



## UNDERTAKING BY THE CONTRACTOR

To

The Head of Office,  
Regional Office, NSSO (FOD),  
Nagpur.

Sir/Madam,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, etc., and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We do hereby undertake that complete Caretaking & Housekeeping of the NSSO HOSTEL shall be ensured by our Agency.

(Signature of the Bidder)  
Official Seal

Name and Address of the Bidder:

Place:

Date:

Tel.No./Fax No./Mobile:

E-mail: