NOTICE INVITING TENDER (NIT) FOR HOUSEKEEPING JOB IN HQ NSG, PALAM, NEW DELHI

DG National Security Guard, on behalf of the President of India, invites Tenders for Housekeeping Job in HQ NSG situated at Mehram Nagar, Near Domestic Air Port, Palam, New Delhi – 110037 from firm/contractor registered from DGS&D/NSIC for providing the job for HQ NSG.

<table>
<thead>
<tr>
<th>Estimated value</th>
<th>Tender value</th>
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<tbody>
<tr>
<td>Rs. 46,53,084 (Rupees forty six lakh, fifty three thousand, eighty four) only</td>
<td></td>
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<tr>
<td>EMD</td>
<td>5% of the estimated value or Rs. 2,33,000/- (Rupees two lakh thirty three thousand) only. The EMD will be accepted in the form of A/C payee DD, FDR, Banker Cheque or Bank Guarantee from any of the commercial bank in an acceptable form.</td>
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| Last date & time of submission of tender | 1200 hrs on 14 May 2020 |
| The date & time of opening of tender (i.e technical and price bid) | 1600 hrs on 14 May 2020 |

2. The complete tender documents can be accessed & downloaded from CPP Portal [http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app). Please check regularly the website for any changes/modification/amendment in the Tender Enquiry.

3. Those filling in the tender entries are advised to ensure that their tenders are complete in all respects, all documents have been filled in and all supporting documents are uploaded only in CPP Portal [http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app). Incomplete tender enquiry is liable to be ignored/rejected.

2/-
4. The tender should furnish clearly their Tele No., Fax No., e-mail ID & contact person in their offer. In case of any difficulty, the bidder may contact on Tel. No. 011 – 25671636 & 011 – 25671774.

Encl: Annexure – I (Instrn to Bidder)
Annexure – II (Term & Condition)

Distribution:

(i) IT Cell, HQ NSG – along with complete bidding documents with the request to upload this Tender on official website of NSG. NOC from Int Branch is also enclosed for information please.

(ii) DFA, HQ NSG – for info along with copy of NIT.

(iii) GC (Proc)
     Proc Br,
     HQ NSG

(iv) file
INSTRUCTION TO BIDDER

E-Tenders are invited on behalf of the Director General, National Security Guard for housekeeping job round the clock service during office hours in HQ, NSG Building and its Institutions situated at Mehram Nagar, Near Domestic Airport Palam, New Delhi – 110037. The housekeeping job shall include the following:

<table>
<thead>
<tr>
<th>Sl No.</th>
<th>Schedule of work</th>
<th>Frequency</th>
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<tbody>
<tr>
<td>(i)</td>
<td>Daily brooming &amp; moping of floors of Public area, all cabins including Corners, under furniture/planters area and super/floor area including stair cases of floors.</td>
<td>Daily</td>
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<tr>
<td>(ii)</td>
<td>Daily cleaning of washbasins (with disinfectant) and keeping them dry. Washing of all urinals/toilets and WCs of NSG Building &amp; its Institutions.</td>
<td>Daily</td>
</tr>
<tr>
<td>(iii)</td>
<td>Dusting of furniture fittings, all equipment and planters. Scrubbing of all skirting to remove stains of floor, removal of garbage/packing materials from all the dustbins/ashtrays and sanitary, bins and removal of cobwebs.</td>
<td>Daily</td>
</tr>
<tr>
<td>(iv)</td>
<td>Cleaning of doorframes and glass portions with Colin, cleaning of Generator room and other service areas.</td>
<td>Daily</td>
</tr>
<tr>
<td>(v)</td>
<td>Polishing of floors, staircases once in a month and as and when required.</td>
<td>Once a month</td>
</tr>
<tr>
<td>(vi)</td>
<td>Vacuuming and shampooing of carpeted floor area on requirement basis but not less than at least once a month for the purpose of shampooing.</td>
<td>Once a month</td>
</tr>
<tr>
<td>(vii)</td>
<td>Dusting/cleaning of all panels articles in common areas, staircase railings and other specified areas.</td>
<td>Daily</td>
</tr>
<tr>
<td>(viii)</td>
<td>Replenishment of toilet supplies such as Toilet rolls, Urinal cubes, Naphthalene balls etc.</td>
<td>Daily</td>
</tr>
<tr>
<td>(ix)</td>
<td>Cleaning of granite wall cladding and glazed windows/roof etc on weekly basis.</td>
<td>Weekly</td>
</tr>
<tr>
<td>(x)</td>
<td>Cleaning/washing of dustbins and buckets with detergent once a week.</td>
<td>Once a week</td>
</tr>
<tr>
<td>(xi)</td>
<td>Cleaning of the terrace, main gate, entry/exit points surrounding roads and the green areas inside the building besides maintaining various water bodies in and around the building and high structural glazing on outside walls.</td>
<td>Daily</td>
</tr>
<tr>
<td>(xii)</td>
<td>Scrubbing of floor with machine once a week on Saturday/Sunday</td>
<td>Once a week</td>
</tr>
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</table>
2. **Machines & Equipments:**

All the machines, equipments and cleaning materials, consumables required under this housekeeping service contract shall be provided by HQ NSG.

3. **Contract Period:**

The contract period will be for a period of **one year with effect from 01 June 2020 to 31 May 2021**. The NSG reserves the right to terminate the contract without giving any notice in the event of un-satisfactory service by the firm.

4. Interested parties may visit the location on any working day from **Monday to Friday between 0930 hrs to 1800 hrs** to assess the work requirement and also meet the undersigned in case of any clarification. Other terms and condition of service are enclosed as to this Annexure-II to this letter.

5. Interested firm may offer their bids through e.Tenders by **14 May 2020 at 1200 hrs** and shall be **opened on same date at 1600 hrs**. The quotations, which are found incomplete, will be rejected without assigning any information to the firm.

6. The bidder, except those who are registered with the central Purchase Organization, NSIC or the Concerned Ministry of Department will furnish **Bank Draft/Banker Cheque amounting to 5% of the estimated value of the annual contract in favour of Sqn. Commander (Accounts), NSG** along with their bids.
7. As per Rule 171 of GFR 2017, the performance security:-

   i) To ensure due performance of the contract, performance security is to be obtained from the successful bidder awarded the contract. Performance security is to be obtained from every successful bidder irrespective of its registration status etc. **Performance Security shall be 5% of the value of the contract.** Performance Security may be furnished in the form of an account payee demand draft, fixed deposit receipt from a Commercial Bank, Bank Guarantee from a Commercial bank in an acceptable from safeguarding the purchase interest in all respects.

   ii) Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.

   iii) Bid Security shall be refunded to the successful bidder on receipt of Performance Security.

8. The Group Commander (Adm), HQ NSG also reserves the right to cancel any firm’s quotation without assigning any reason thereof, for administrative/security reasons.
ANNEXURE – II

(A) TERMS AND CONDITION FOR HOUSE KEEPING SERVICES HQ NSG

1. The Second Party/Contractor shall employ on each working day (i.e Monday to Saturday) 01 Supervisor (Semi-skilled) and 18 men (unskilled) which is minimum requirement for fulfilling the obligations. However, in case of any exigency, the Second Party shall be required to provide as many workers as needed to complete the work in the shortest time as required by NSG. The second party shall be solely responsible for the employees' safety, security, proper behaviour and conduct. It shall also be responsible for timely payment of statutory dues to its employees viz minimum wages, PF, Bonus, compensation and terminal benefits as may be payable or become payable under any law. The firm shall also furnish to NSG a monthly certificate declaring compliance of all statutory requirements and payment of minimum wages to the staff as per Delhi Govt. order.

2. The Second Party/Contractor shall provide names and addresses of all the persons engaged by it and certify the character antecedents of the individual employed by them for the work. NSG will issue suitable identity cards to the housekeepers, which shall be produced by them on demand from any NSG's Officer. The Second Party/Contractor and its employees will be subject to normal regulations relating to security of the premises that may be made by NSG from time to time.

3. The employees of Second Party/Contractor shall maintain good behaviour and discipline at all time. In the event of committing any misconduct by any employees, GC (Adm) may call upon the Second Party/Contractor not to allow such employee on the premises and in that event the firm shall forthwith arrange to disengage such persons from deployment.

4. The Second Party/Contractor shall ensure that the cleaner/employees deployed by it do not have any contagious disease and they should be of sound mind.

5. The Second Party/Contractor shall ensure proper conduct of its personnel in office premises and enforce prohibition of consumption of alcoholic drinks, pan, gutka, smoking, loitering without work.

6. The Contractor shall comply with the provisions of the Contract Labour (Regulation and Abolition) Act 1970, the Contract Labour (Regulation and Abolition) Central Rules 1971 and minimum wages Act as modified from time to time wherever applicable and shall also indemnify the NSG from and against any claims under the aforesaid Act and the Rules.
7. The Second Party/Contractor shall for and obtain all permission/consents, as may be required under any law, rules and regulations for the time being in force and applicable to the Second Party for carrying out its obligations under the contract.

8. The Contractor will not be liable to meet its obligations under the maintenance contract in the event of any force majeure such as acts of God, fire, storm, earthquake, explosion, strikes, lockouts, industrial disputes, civil commotion and riots.

9. Upon termination of contract for any reasons whatsoever, the Second Party/Contractor shall remove its men forthwith from NSG premises, failing which NSG shall not be held responsible for any damage, loss etc for the same.

10. The Second Party/Contractor shall grant minimum wages to its employees as revised by Govt. of NCT of Delhi from time to time. The present rates of contract shall continue for the minimum period of one year except in case of any revision of rates by the Govt. of NCT of Delhi during the period of contract in which case rates will be enhanced accordingly. It will be the responsibility of the Second Party/Contractor to intimate NSG on revision of rates, if any, during the period of contract.

11. Payment of service bills will be made by NSG on monthly basis after submission of bills. In case of absenteeism of Supervisor or any worker/labour the payment of daily charges will be deducted from the bill.

12. Income tax will be deducted at source as applicable.

13. The employees of Second Party/Contractor working in NSG HQ will wear proper uniform while on duty. Employees found without uniform will not be allowed to work in NSG HQ.

14. The standard of sanitation shall always be to the satisfaction of the authorised representative of the Adm Directorate NSG whose decision in this regard shall be final and binding on the Second Party/Contractor. In case of any fault in service, NSG may get the improvement done at the cost of the Second Party/Contractor.

15. For successful implementation of the contract all the Housekeeping workers will be under direct supervision of the authorised representative of the Adm Directorate, NSG, who may deploy them as deemed fit by him.

16. Weekly operations are to be carried out on Saturdays.
17. In the event of any loss caused to NSG on account of negligence of the outsourced employees, the Second Party/Contractor shall make good the loss sustained by the NSG either by replacement or on payment of adequate compensation.

18. That any liability arising out due to any default or negligence in providing or performance of the maintenance of the maintenance services shall be borne exclusively by the contractor who shall alone be responsible for the defect in rendering such services.

19. Setting all claims of employees will be sole responsibility of firm and NSG shall not be made liable for any claims of workers under any circumstances.

20. Character certificates and antecedents verification of Supervisor and workers to be furnished on the date of contract.

21. The Second Party/Contractor will provide their company Identity Cards to all housekeeping staff.

(B) SECURITY DEPOSIT

Security Deposit of Rs. 2,33,000 (Rupees two lakh thirty three thousand) only to be deposited by the Contractor and will be retained by NSG. The amount so retained will be returned only after the successful completion of agreement. In the event of failure on the part of Contractor to provide services to the satisfaction of NSG resulting in termination of MOA, the NSG will be at liberty to deduct the expenses which may occur to rectify the defects in the services.

(C) MALPRACTICES

That in the event of any bribe, commission, gifts or advantage being given, promised or offered by or on behalf of the contractor or any of them for their agent or servant or anyone else on their behalf to any officer, servant or representative of the NSG or any member of family of any officer, servant or representative of NSG in relation to the obtaining or execution of this or any other agreement with the NSG, then the NSG shall without prejudice to their other rights and remedies be entitled notwithstanding any criminal liability which the contractor may incur, cancel this agreement and any other agreement entered into by the contractor with the NSG and to recover from the contractor any loss or damages resulting from any such cancellation. Any question or dispute as to the commission of any offence under this clause shall be decided by IG (HQ) of NSG in such manner as he shall think fit and sufficient and his decision shall be final and conclusive.
(D) ARBITRATION

That in the event of any question, dispute of differences whatsoever at any time arising under the conditions of Agreement or any other manner under agreement or in way relating thereto or the true meaning or interpretation of any of the provisions thereto (except as to any matters for which the decision is specifically provided for in the conditions of the Agreement), the same shall be referred to for decision to a sole arbitrator who shall be the nominee of Director General NSG and the decision of the Arbitrator shall be final and binding on the both parties. It will not be objection that the arbitrator is a Govt. servant and that he had to deal with the matters to which the contract related or that in the course of his duties as Govt. servant he has expressed views on all or any of the matters in question, dispute of difference. In the event of arbitrator appointed by the Director General NSG lying, neglecting or refusing to act to resigning or being incapable or unable to act for any reason, whatsoever, it shall be lawful for the Director General NSG to appoint another Arbitrator in place of the outgoing Arbitrator in the manner aforesaid. Arbitration and settlement of dispute shall be governed as per relevant rules of GOI.

(E) STAMP FEE

That the Contractor shall pay all expenses incidental to the preparation and stamping of this agreement.

(F) CUSTODY OF AGREEMENT

That the original copy of this agreement shall be kept at the office of the Group Commander (Adm), HQ NSG and a true copy of the same shall be retained by the Contractor.

(G) TERMINATION

Notwithstanding anything here in above contained, the NSG will be entitled to cancel this agreement and terminate service of contractor for NSG by giving him 15 days notice in advance without assigning any reason. The contract will have no compensation/claim of any kind against NSG for cancellation/termination of the agreement.

(H) NON DISCLOSURE OF INFORMATION OF NSG

That the contractor or his employee not divulge or disclose or discuss anything related to the modalities of training, operation etc. of NSG, not only during the period of contract but even after the contract ceases.
(J) NO RESPONSIBILITY TO THE ORGANISATION

The NSG shall not be responsible or accountable to Contractor for the employees/labourers employed by Contractor who shall work at the premises and Contractor shall be exclusively responsible for all such personnel engaged on the works for such matters as payment of salary, wages, bonus, compensation and compensation in the event of death and or accident. There shall be no contractual nexus or privity between the NSG and labourers and Contractors and such personnel shall not be the employees of NSG and NSG shall not be liable in any way (employer-employee relationship legal and financial) to such personnel who shall be exclusive liability and responsibility of Contractor.

(K) CANCELLATION OF MoU IN PART OR IN FULL FOR CONTRACTORS DEFAULT

If the Contractor fails to provide Housekeeping services for more than 03 days continuously, NSG without any prejudice shall cancel the contract. NSG shall also get the work completed by any means at Contractor's risk and cost and if the estimated cost for completion exceeds the amount due to the Contractor under the contractor shall either pay the excess amount or same shall be recovered by NSG from the payable amount to Contractor or from Security deposit with no liability towards NSG.