



BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)
Office of the Principal, Regional Telecom Training Centre
Bhubaneswar-751007
(An ISO 9001:2008 Certified Institute)

TENDER FOR HOUSE-KEEPING SERVICES IN
REGIONAL TELECOM TRAINING CENTRE
BHUBANESWAR-751007

Date of issue : 09/12/2013
Tender form available from: Sub-Divisional Engineer (Admn.),
RTTC, Bhubaneswar

Last date and time
of submission of tender : 15:00 Hrs.(IST) of 13/01/2014

Date and time of Opening : 15:30 Hrs. (IST) of 13/01/2014

Issued by Sub-Divisional Engineer (Admn.), RTTC, Bhubaneswar

Issued to: M/s

Price:-Rs.525/-

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Section - I



BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)

Regional Telecom Training Centre, Bhubaneswar-751007

NOTICE INVITING TENDER FOR PROVISION OF HOUSE KEEPING SERVICES

Tender No: RTTC/GENL/G-54(04)/2013

Principal, RTTC Bhubaneswar on behalf of BSNL invites sealed Tenders from prospective contractors/ reputed Indian Agencies under two bid systems for providing House Keeping Services in RTTC Bhubaneswar for a period of one year (extendable up-to two years). The intending bidders may obtain Tender Documents from the SDE (Admn), RTTC Bhubaneswar on payment of Rs.525/- (Rupees five hundred Twenty five only) non-refundable in the form of crossed DD in favour of Sr.A.O, RTTC, Bhubaneswar w.e.f. **10/12/2013** up to **11/01/2014** between 11:00 hrs and 17:00 hrs on all working days. The bid along with the bid-security in the form of D.D of Rs.29,500/- (Rupees Twenty Nine Thousand Five Hundred only) in favour of Sr.A.O, RTTC, Bhubaneswar will be received **up to 15:00 hours of 13/01/2014 and the same will be opened at 15:30(IST) hrs on the same day** in presence of bidders or their authorized representatives. Tenders received without EMD in prescribed form will be summarily rejected. Tender documents and other details can also be downloaded by visiting our website at www.orissa.bsnl.co.in and the bidders who submit downloaded-tender document from the website shall enclose Demand Draft of Rs.525/- drawn in favour of Sr.A.O., RTTC Bhubaneswar towards the cost of tender document along-with the downloaded form.

**Principal,
RTTC Bhubaneswar-751007**

Signature of the bidder with seal

1. Scope of Work

1.1 Quantum of work:-

Principal RTTC, Bhubaneswar, intends to appoint reputed agency for providing Housekeeping services at Regional Telecom Training Centre, Bhubaneswar.

Sl No	Scope of Work
1	Sweeping & cleaning of 14 office rooms, 9 class rooms, 19 different labs., Documentation and library rooms, corridors (Approx 3300 sq. Mtr.) and cleaning of 16 toilets (two times per day) of RTTC building. (Approx 300 sq.Mtr) including one Inspection Quarter located at RTTC Bhubaneswar.
2	Cleaning of 36 hostel rooms, corridors, stair case, stores, 7 combined bathrooms &, toilets (two times per day) etc. for floor area of about 3000 Sq.Mtr and Inspection Quarters at Vani Vihar colony(about 208 sqm)
3	Rearrangement of 9 classrooms/ one seminar hall/ one conference hall. Operation of Public Address system/ LCD projectors etc. Cleaning of equipments, furnitures in various labs/ computers. Supply of tea & snacks to the trainees and staff during office hours, meetings, seminars workshops. Movement of files as and when required.
4	Gardening, horticulture & lawn maintenance works of RTTC campus along with sweeping and cleaning of campus premises and its front gate (Approx 2.5 Acres & Uncovered area (open space- compound area of 40926 sq. ft.).
5	Receiving trainees, allotting seats, arranging rooms, maintaining recreation room, attending telephones, collecting seat rents, arranging for cleaning of bed sheets and pillow covers etc. House-keeping of one Inspection quarter at RTTC Bhubaneswar
6	Documentation works like making copies in Xerox machine, stacking of books in racks, maintain stock record of handouts, distribution of timetables, handouts and other associated works.
7	Washing & ironing of bed sheets
8	Washing & ironing of pillow covers
9	Cleaning of mosquito nets
10	Washing & ironing of towels
11	Washing & ironing of door curtains

The above work shall be carried out in the following schedule.

Job No.	JOB DESCRIPTION	TIMING(IST)
1	Sweeping & Cleaning of Rooms in Hostel-I & Hostel-II	To be completed between 0700 to 0900 hrs.
2	Sweeping & Cleaning of Corridors, Toilets, Recreation room, and TV Room etc. in Hostel.	To be completed between 0900 to 1300 hrs.
3	Manning of Reception Counter (Hostel & IQ)	As and when required
4	Sweeping & Cleaning of RTTC Campus	To be completed before 0930hrs.
5	Sweeping & Cleaning of RTTC Building, Toilets, and Corridors etc. including Inspection Quarters.	To be completed before 0930hrs.
6	Sweeping & Cleaning of office rooms, Class rooms and Labs.	To be completed before 1000hrs.
7	Gardening & horticulture works in RTTC	In the morning and evening as and when required
8	Documentation works	As and when required during office hours.
9	Arrangement of class rooms and Labs, attending the officers in charge of different Labs and classes, Operation of PA system, provisioning of LCD projectors during the working hours of the day.	As and when required

1.2 Before submitting the bid document, the intending bidder or representative of the bidder may inspect the RTTC premises and contact SDE (General)/SDE (Hostel)/DE(Admn) for any sort of clarification regarding the quantum of work.

Signature of the bidder with seal

2. Services

2.1 The House keeping services cover the works detail includes:-

(1) For house-keeping, sweeping & cleaning of office rooms, different Labs., corridors and cleaning of toilets of RTTC building.

- a) Sweeping and cleaning of technical labs, external plant lab, library, class rooms, office rooms, recreation rooms, store rooms, common utility areas like stair case, corridors, entry veranda etc. These are rooms and common use areas of the main training center building and its adjacent annex which need to be dusted, swept and moped on the working days. Accessories and consumables for the purpose like brooms, waste bins, baskets, buckets, dusting cloth, moping wipers, phenyl, room freshener etc will be issued by the training center authority as per requirement. After cleaning, the furniture are to be arranged properly. Normally it is expected that the class rooms and common areas will be cleaned by 10 AM and kept ready for use. Laboratories are to be cleaned in the presence of laboratory-in-charges. The class rooms, office rooms, recreation rooms and common use areas has to be swept and moped daily in all working days. Seats arrangement/rearrangement for classrooms will be carried out as per instructions of the in charge concerned.
- b) Sweeping and cleaning of toilets: - The training centre building has 16 nos. of toilets. These need to be washed, moped and cleaned properly on all working days. Accessories for cleaning purpose like brooms, brushes, buckets, mugs etc and consumable like phenyl, naphthalene ball, and bleaching powder will be provided by the training centre for cleaning the floors and toilets.
- c) The contractor may use any machine at his own cost for cleaning & sweeping of floors.

(2) For up keeping of different Labs.including seminar hall & conference hall. Operation of public address systems whenever required and movement of files. Supply of tea & snacks to the trainees and staff during office hours:-

Up keeping of technical labs, external plant lab, battery & power plant lab, library, class rooms, office rooms, recreation rooms, store rooms, common use area like stair case, corridors, entry verandas etc.:-

- a) The furniture in the laboratories ,library, office rooms, class rooms ,Seminar Hall, VDL centre are to be dusted daily and to be arranged properly on every working days.
- b) The equipment installed in different labs like computers, Digital/ISDN, switching/transmission terminals, Battery/power plant etc are to be thoroughly cleaned once in a week per lab, if necessary, with vacuum cleaner under the direction of the lab-in-charge. The manpower is to assist in taking weekly battery readings when necessary under the direction of the lab-in-charge.
- c) The equipment cleaning/dusting works will be done daily in all the laboratories.
- d) The timing for cleaning the lab will be fixed by the lab-in-charge and will be intimated in advance.
- e) In library, the books, magazines, newspapers will have to be arranged in their respective positions.
- f) The Aluminum partitions & Glass partitions in office rooms, laboratories, Library hall, and VDL Centre entry verandah have to be dusted daily in all working days.
- g) Accessories and consumables for the purpose like brooms, waste bins, baskets, buckets, dusting cloth, room freshener etc will be issued by the Training Center Authority as per requirement.
- h) After lab practice works/practical sessions the waste products of different laboratories are to be removed from the lab and these are to be thrown into the dust bin only, provided in the campus.
- i) The contractor's manpower is required to supply water to the staffs, trainees in the offices, laboratories, library during the working hours.
- j) They have to carry the office files in connection with training Centre activities and dispose them at the proper places as per direction of those officers/lab-in-charges without causing any damage to the documents.
- k) The cobwebs inside the building area including the laboratories are also to be removed carefully from time to time without causing any damage to the equipment.
- l) Penalty will be imposed by the Training Centre Authority if the job is not executed satisfactorily.
- m) The ceiling fans are to be cleaned periodically, normally once in a month without removing them from the fixing attachment.

Maintenance of seminar hall, conference hall and video distance learning centre:-

The seminar hall is fitted with split type air conditioners, public address system, screens etc. Apart from dusting, it has to be cleaned with vacuum cleaner once in a week. Furniture, overhead projectors screen, white board available in the hall are to be properly arranged and the hall is to be cleaned on scheduled seminar days. On these days, the public address system available in the hall need to be operated by the contractor. He has also to make arrangements for distribution of water, tea and snacks provided by the department to participants. Dates on which seminar will be held will be informed in advance. The video distance learning centre is a sophisticated lab with modern electronic gadgets which needs dusting and moping at least once a week. In addition, this hall will have to be cleaned on the days of its utilization.

Operation of public address system available in seminar hall on days whenever required:-

The Public Address System comprising of its power supply, amplifier, microphones, loud speaker etc is to be operated during seminars, functions and such occasions. The contractor's manpower should be capable enough for smooth handling of these gadgets. Normally it is expected that the P.A system will be used for meetings and seminars whenever required.

The contractor has to arrange the attendants to supply of tea, water and snacks etc. during meetings and to official guests. Making necessary arrangements for movement of files between different sections.

(3) Gardening, horticulture & lawn maintenance works of RTTC campus along with sweeping and cleaning of campus premises and its front gate:-

- a) The outer premises of the Training Center building is to be swept on all days and the garbage so collected are to be dumped outside the compound wall of RTTC, so that the Bhubaneswar Municipality personnel can lift them.
- b) The existing plants are to be watered, manured and trimmed for its proper maintenance.
- c) The potted plants present inside as well as outside the building are to be watered and manures and fertilizers are to be applied as per the requirement.
- d) All the consumables like manures, fertilizers, pesticides, insecticides etc will be provided by the training centre authority as per the requirement. All the gardening tools and machinery will also be provided by the training centre authority.
- e) Bushes, shrubs, unwanted plants and wild grass are to be regularly cleared off.
- f) The contractor shall manure the plants as and when the manure is supplied to him.
- g) The flower pots and potted plants are to be arranged as per instruction of the authority.
- h) The open field, lawn, the tennis court, the built up passages are to be cleaned and maintained well on all days.
- i) All plantations undertaken on and around the training centre compound including the areas near the hostel should be properly maintained for its desired growth.
- j) New plantation work is to be undertaken on supply of fresh plants.
- k) Adequate care is to be given for nurturing of the entire plantation.
- l) The garden and lawn are to be properly maintained as per the instruction the concerned officer of the training centre.
- m) Over all maintenance of the outer premises should give an attractive look of the garden, lawns and the building.
- n) The contractor may use any equipment/machine at his own cost for ease of the performance of the job.

(4) House-keeping, sweeping & cleaning of Inspection quarter and cleaning of toilets of I/Q RTTC and attending to day to day guests:-

Receiving , accommodation and attendance of guests in I/Q should be properly taken care of. Supply of tea, snacks and food etc. should be on payment by the guests. Necessary room rent be collected from the I/Q occupants and be deposited to the hostel authority.

(5) House-keeping work of Hostel like receiving the trainees, arranging rooms, maintaining recreation room, attending telephone etc:-

- a) Periodical washing and ironing of bed covers, pillow covers, mosquito nets, towels, door curtains etc.
- b) Periodical changing of bed sheet, pillow covers in the rooms normally on change of trainees or once in a week whichever is earlier. The bed sheet, pillow covers are to be changed with washed and ironed ones.

- c) Miscellaneous duties of receiving trainees and checking them in as per instruction of SDE.(Warden) arranging their rooms, setting beds, maintaining hostel recreation club, telephone attendance, conveying message to rooms and other such works as needed by hostel authority.
 - d) The telephones meant for common use by the trainees are to be attended. The attendant should be prompt enough to inform the called person to attend the call. The workers of the contractor should not make any outgoing calls without the orders of the hostel authorities.
 - e) Similarly duty assigned for reception has to make appropriate entries in the forms and register supplied to him and answer properly the guests enquiring about trainees. He should also put the trainees, when they report for training, into their allotted rooms as per instructions of SDE (Warden).
 - f) The contractor himself has to arrange for washing and ironing of bed sheet, pillow covers mosquito nets etc. Payment towards this will be made on submission of monthly bill towards the same.
 - g) Water and electricity will be arranged by the hostel authority. The contractor is to co-ordinate with the concerned agency for uninterrupted water and power supply.
 - h) All the rates will be finalized by the Training Centre Authority with the selected bidder before executing agreement.
 - i) Supervisor must supervise the workers performing the different works..
 - j) Surprise inspection will be made by the Training Centre Authority to check the quality of services rendered by the workers.
 - k) The work force of the contractor should be disciplined, obedient, courteous, punctual and free from disease.
 - l) They should have good health and physique, free from defects of sight, hearing, speech, physical movement disabilities etc. They should have good character. Their antecedents, residential address, permanent address bio-data, photo will have to be in the record of contractor for reference at any time.
 - m) BSNL will not be responsible for their food, accommodation, wages, security, medical treatment, service amenities etc. It is the entire responsibility of the contractor to take care of his personnel & himself.
 - n) They will not be allowed in to the premises beyond their duty period. They will not be allowed to perform duty in intoxicated condition.
 - o) In case of fire and emergency they will raise alarm and help in fire fighting.
 - p) They shall not entertain outsider/ their guests/ their friends nor allow them to take shelter in hostel nor shall they entertain their guests/friends to meet them frequently during their duty period.
 - q) Only BSNL staffs, trainees and authorised personnel of BSNL are allowed to avail the hostel facility.
 - r) Any member of the team of contractor having suspicious character will not be allowed to enter in side campus.
 - s) The work force of the contractor should maintain peaceful and congenial atmosphere in the training centre premises.
 - t) They should extend good behaviour and not engage themselves in trade union activities.
 - u) They should maintain cleanliness inside the premises.
 - v) The contractor shall be liable to make substitute arrangement in case of absence of his persons to ensure that the service does not suffer.
 - w) The hostel authority has full discretion to ask for a replacement of contractor's manpower
 - x) The hostel recreation club/reading room is to be opened during specific hours on a day. The news papers, magazines are to be kept in order and the TV is to be operated by attendant during periods as per the instruction of hostel authorities. The outdoor and indoor games materials/fields are to be properly maintained and made available to the boarders.
 - y) **There must be a supervisor for the job as specified in the tender. This is mandatory.**
- (6) **Cleaning of hostel rooms, corridors, stair case, stores, bathrooms, toilets etc. for floor area of about 3000 Sq.Mtr and Inspection Quarters at Vani Vihar Colony of about 208 Sq mtr:-**
- a. Sweeping and cleaning of toilets, bath rooms, wash basins, corridors, stair cases, store rooms, common use areas, hostel rooms, TV room, reading room, TT room Dining Hall, Volley field, Badminton fields, sides of volley and badminton fields up to 20 feet.

- b. The furniture available in the rooms, the doors and windows, inside and outside of cup boards book shelves have to be cleaned and wiped properly. Miscellaneous duties like cleaning of cleaning of cub-webs if found and other works as needed by hostel authority.
- c. During cleaning of the rooms the floors to be wiped at least once in a day.
- d. On any emergency need like deposit of water due to rain, leakage of the pipe lines etc. cleaning work to be taken up immediately.
- e. The concerned register should be shown and got signed by the inmates of the rooms as a token of satisfactory work in the concerned room. Finally it is to be counter signed by the hostel authorities.
- f. The tools and tackles like brooms, wipers, buckets, mugs etc required for cleaning will be provided by the hostel authority.
- g. Consumable like cleaning powder, soap, naphthalene balls, sanitol etc will be supplied by the hostel authority according to the day to day requirement.
- h. Water and electricity will be arranged by the hostel authority. .
- i. All these rates will be finalized by the Training Centre Authority with the selected bidder before executing agreement.
- j. Very frequent changes in Supervisors, cleaners, sweepers, are to be avoided.
- k. Surprise inspection will be made by the Training Centre Authority to check the quality of work.
- l. The contractor is to keep the account of all material issued and utilized by him.
- m. All materials supplied to the contractors by the Training Centre shall remain the absolute property of Institution and shall not be removed from the site of the work except for use in the work and shall be at all times open to inspection by the Hostel Authority. Such stores remaining unused at the time of the abandonment, completion and termination of the contract shall be returned to the Hostel Authority. Penalty will be imposed for any damage of stores issued or loss of stores other than due to normal wear and tear.
- n. The contractor shall indemnify himself for any loss/theft to the training center property which is directly attributable because of lapse by his personnel. The decision of the RTTC, Authority in this regard will be final.
- o. The hostel authority has full discretion to ask for a replacement of contractor's manpower.
- p. He must daily visit the hostel himself in person and interact with hostel authorities like SDE (Warden) / Principal.
- q. To supervise the hostel affairs, one authorised representatives of the contractor/supervisor capable to handle the matters should be present in the hostel between minimum from 7AM to 10 PM.
- r. Any deficiency pointed out to him or his authorised representative / supervisor, even verbally, has to be attended immediately.
- s. The contractor has to ensure safety of the departmental properties either issued to him or kept open in the hostel premises.
- t. The contractor may use any machine at his own cost for cleaning & sweeping of floors.

(7) Documentation works in RTTC involves the following categories of work:-

- a) The documentation work requires making copies in Xerox machines
- b) The contractor has to make copies of documents/hand outs, sort these pages, staple, paste and do ordinary binding of hand outs wherever required.
- c) The machines available for the purpose in the Training Centre documentation section are to be kept neat and clean and in proper operating condition.
- d) It is the responsibility of the Training Centre Authority to rectify defects, if any, in the machine. However, the contractor must take very good care during operation of the machine to avoid break down. Penalty will be imposed if any machine breaks down due to mishandling. Therefore, it is essential that manpower engaged by the contractor should have some education so as to follow the instruction regarding operation and maintenance of these sophisticated machines.
- e) The Department will supply stationery and consumables for documentation purpose.

- f) The Training Center Authority will provide including electricity all tools and accessories. The contractor will have to maintain proper account of the utilization of all stationery /consumables/ stores issued to him.
- g) The documentation work is not required every day. Normally, this work will be carried out during working hours excepting Second Saturdays/Sundays and other holidays.
- h) From the past experience it is expected that in a month about 20,000 nos. of Xerox pages will be taken out, 100 nos. of ordinary bindings.
- i) Issue of handouts, Arrangement of handouts in shelves for bookkeeping etc. is to be carried out by the contractor.
- j) Preservation of master copies, distribution of time tables are to be done by the contractor. These figures are tentative. The exact quantity of work may vary depending on types of training conducted.

2.2.1 Toiletries and other cleaning materials will be provided by RTTC, Bhubaneswar.

2.2.2 The cost of the machines & equipments if any used by the contractor for performing the cleaning jobs will not be provided by RTTC.

2.2.3 The contractor has to record the signature from the concerned in charges of rooms, corridors and lavatories etc. as a proof of work done. The copy of the same should be attached with the monthly bill.

2.3 **Period of Contract:** - The contract is initially for a period of one year and is extendable for a further period of one year.

3. Instructions to Bidders

3.1 (i). DEFINITIONS

- (a) "The Organization" means the Principal, RTTC, Bhubaneswar acting on behalf of the Bharat Sanchar Nigam Limited. He is the Purchaser referred in this document.
- (b) "The Bidder" means the individual or firm who participates in this tender and submits its bid.

3.1 (ii). Eligibility Conditions

- a. Registered Office or one of the branch offices of the bidder should be Located in Bhubaneswar.
- b. The bidder must be in possession of requisite license as required under the laws of land for running the House keeping service from the specified address. A copy should be enclosed in proof of the same.
- c. The bidder should have experience of minimum period of Three years for similar type of contract of providing house keeping services to Govt. Organization or any PSUs (of central/state govt.). Certificate showing the number of works executed with total turn-over for the three years should be enclosed. The bidder should have a minimum yearly financial turnover of Rs.5 lakhs each during last three financial years.
- d. Such certificate should be issued by an officer not below the rank of a Deputy General Manager or equivalent rank of Central Govt. / State Govt. / PSUs. Here, "Work" means various works on job contract basis.
- e. The bidder should have PAN and Service Tax Registration. Copies of the same should be enclosed as the proof.
- f. The bidder should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts. Relevant copy/copies should be enclosed.
- g. The Bidder should have service tax registration certificate with proof of up-to-date payment.

3.2 Cost of Bidding

The bidders shall bear all costs associated with the preparation and submission of the bid. BSNL in no case be responsible for these costs regardless of the conduct or outcome of the bidding process.

3.3 Bid Document

3.3(a) The Bid document includes

- i. Notice Inviting Tender
- ii. Scope of Work
- iii. Instruction to bidders
- iv. General (Commercial) condition of the contract
- v. Special conditions of contract
- vi. Bid form (Section-III, Form-I)
- vii. Performance Security Bond Form(Section-III, Form-II)
- viii. Authorization Letter for attending the Bid opening (Section-III, Form-III)
- ix. Certificate/undertaking of non-participation of near/close relative of BSNL employees (If there are more than one Owner/Directors, Separate certificate from each is required.) (Section-III, Form-IV)
- x. Agency Details (Section-III, Form-V)
- xi. Financial Bid form(Section –IV)

3.3(b) The bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents. Failure to furnish all the information required as per Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the Bid.

3.3 (c) A prospective bidder requiring any clarification on the Bid document shall notify BSNL in writing. BSNL shall respond in writing to any request for the clarification of bid document, which it receives not later than 3 days prior to the date of opening of Tender. However, the bidder may, also, contact the SDE (General), O/o the Principal, RTTC, Bhubaneswar for any such clarification in person during the working hours.

3.3(d) Any clarification issued by BSNL in response to query raised by prospective bidders shall form an integral part of bid documents and it may amount to an amendment of relevant clauses of the bid documents.

3.4. AMENDMENT TO BID DOCUMENT

- (i) At any time, prior to the date of submission of bid, BSNL may, for any reason whether at its own initiative or in response to a clarification required by a prospective bidder, modify the bid documents by amendments.
- (ii) The amendments shall be notified in writing to all prospective bidders on the address given at the time of purchase of the Bid Document and these amendments will be binding on them. It would be notified on our website also.

3.5 DOCUMENTS COMPRISING THE BID

The bid prepared by the bidder shall comprise the following components

Signature of the bidder with seal

Sl.No.	Components	Check
i)	Registered Office or one of the branch offices of the bidder should be Located in Bhubaneswar. The bidder must be in possession of requisite license as required under the laws of land for running the House keeping service from the specified address. A copy should be enclosed in proof of the same.	
ii)	The bidder should have experience of minimum period of Three years for similar type of contract of providing housekeeping services to Govt. Organization or any PSUs (of central/state govt.). Copies should be enclosed in proof of the same.	
iii)	Certificate showing the number of works executed with total turn-over for the three years should be enclosed. The bidder should have a minimum yearly financial turnover of Rs.5 lakhs each during last three financial years. Such certificate should be issued by an officer not below the rank of a Deputy General Manager or equivalent rank of Central Govt. / State Govt. / PSUs. Copies should be enclosed in proof of the same.	
iv)	The bidder should have PAN. Copy should be enclosed as proof of the same.	
v)	The bidder should have Service Tax Registration. Relevant copy/copies as proof of up-to-date payment should be enclosed	
vi)	The bidder should be registered with appropriate authorities under Employees Provident Fund. Relevant copy/copies should be enclosed.	
vii)	The bidder should have valid Labour License from central labour authorities. Relevant copy/copies should be enclosed.	
viii)	The bidder should be registered with appropriate authorities under Employees State Insurance Acts. Relevant copy/copies should be enclosed.	
ix)	EMD furnished is in accordance with clause 3.8 .	
x)	Bid Form(Form-I) and price schedule(Section-IV) completed in accordance with clause 3.6	
xi)	Partnership Deed or proprietorship deed or Articles/Memorandum of Association as the case may be. Relevant copy/copies should be enclosed.	
xii)	The bidder shall furnish the particulars of his past performance with PSUs/Government agencies in Form-V(Agency Details)	
xiii)	Certificate regarding Non-participation of any close relative as per in Form IV	
xiv)	A clause by clause compliance as per clause 3.9.3	
xv)	All the photo-copy of the documents should be self attested.	

3.6 BID FORM

The bidder shall complete the Bid Form (Qualifying Bid) as per Form – I and the appropriate price schedule (Section IV) furnished in the bid document covering the services to be rendered.

3.7 FINANCIAL BID/ PRICE BID.

- i. The bidder shall quote for all types of works given in the details of works with job number (please see **Section IV**)
- ii. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- iii. Discount or extra charge, if any, mentioned by the bidders shall not be considered unless these are specifically indicated in the price schedule.
- iv. Prices charged by the contractor for the services performed under the contract shall not be higher than the prices quoted by the contractor in his bid.

- v. No revision of price will be permissible on account of changes in necessary items /any in-put prices or cost of labour etc. No escalation during the period of contract would be allowed on any account.

3.8 EARNEST MONEY DEPOSIT (EMD)

- 3.8.1** The bidder shall furnish, as part of his bid a bid security in the form of D.D in favour of “**Sr. Accounts Officer, O/o Principal, RTTC, Bhubaneswar-751007**” for an amount of **Rs.29,500/-** issued by any Scheduled Bank in India and should be valid for a period of 180 days from the date of opening of tender.
- 3.8.2** The bid security is required to protect the BSNL against the risk of bidder’s conduct, which would warrant the forfeiture of security amount, pursuant to **Clause 3.8.6**
- 3.8.3** A bid not secured in accordance with Clause 3.8.1 & 3.8.2 shall be rejected by the BSNL as non-responsive at the bid opening stage and returned to the bidder without opening financial bid.
- 3.8.4** The bid security of the unsuccessful bidder will be refunded as promptly as possible, but not later than 30 days after the expiry of the period of the bid validity prescribed by BSNL.
- 3.8.5** The bid security of the successful bidder will be discharged upon the bidder’s acceptance of the Letter of Intent satisfactorily in accordance with clause **3.18** and furnishing the performance security.
- 3.8.6** The bid security may be forfeited:
 - (a) If the bidder withdraws his bid during the period of bid validity specified by the bidder in the Bid form; OR
 - (b) In the case of successful bidder, if the bidder
 - i. Fails to sign the contract in accordance with clause **3.20** OR
 - ii. Fails to furnish performance security in accordance with clause **4.2** OR
 - iii. Fails or refuses to honour his own quoted price for House-keeping service or any part thereof
 - (c) In both the above cases i.e. 3.8.6 (a) & (b), the bidder will not be eligible to participate in any tender in future for one year from the date of issue of Letter of intent. The bidder will not approach the court against the decision of BSNL in this regard.

3.9. FORMAT AND SIGNING OF BID

- 3.9.1** The original bid and all copies of bid shall be typed or printed and all the pages numbered consecutively, shall be signed by the Bidder or a person or persons duly authorized. The letter of authorization shall be indicated by written power of attorney accompanying the bid.

3.9.2 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case the person or persons signing the Bid shall initial such corrections.

3.9.3 A clause by clause compliance of services to be provided shall be given for all the clauses stipulated in Section I, II, and III of the tender document. In case of deviation a statement of deviation shall be given separately.

3.9.4 Each page should be duly signed & stamped by the authorised Signatory.

3.10. SEALINGS AND MARKINGS OF BIDS

3.10.1 The bidders are specifically required to submit their offer in three parts each in different sealed envelopes duly marked as:-

- (a) Envelope – A: containing the DD for Bid security and receipt of bid documents.
- (b) Envelope – B: containing the Qualifying Bid along-with related documents establishing bidder's eligibility as per clause 3.1(ii)
- (c) Envelope- C: containing the Financial Bid in the prescribed format.
- (d) Envelope-D: containing the above three envelopes. It should be a large cover with personal seal and super-scribed as "**Tender for house-keeping Services in Regional Telecom Training Centre, Bhubaneswar. NIT No. RTTC/GENL/G-54(04)/2013**" addressed to the Principal, RTTC, VaniVihar, Bhubaneswar– 751007. The envelope should also bear the name and address of the bidder on the left lower corner.
- (e) The inner and outer envelop shall indicate the name and address of the bidders to enable the bid to be returned unopened in case it is declared "late" or rejected.

3.11 SUBMISSION OF BIDS:

3.11.1 The tender should be dropped in the tender box kept in the office of the SDE (Admn) O/o the Principal, RTTC, Room No: 009, Bhubaneswar-7 on or before due date and time, as mentioned in the Notice Inviting Tenders.

3.11.2 The tender can also be sent by the registered post to the address given in 3.10.1(d) above, in advance so that it reaches the addressee, mentioned above, in time (i.e. up-to 1300 hrs of the last date of submission of tenders as per the NIT). The responsibility for ensuring the delivery of the bid, in time to the appropriate addressee, would vest with the bidder. The BSNL shall not be liable in case of any delay by post OR at transit and the tender received late shall not be entertained.

3.11.3 BSNL may, at its discretion, extend this last date for the submission of bids by amending the Bid Document in accordance with clause **3.4**.

3.11.4 Not more than one independent and complete offer shall be permitted from the bidder.

3.11.5 The unsealed bids will be summarily rejected.

3.11.6 Bids delivered in person on the day of tender opening shall be delivered up to 1300 hours to the address given in 3.10.1(d) above. The Organization shall not be responsible if the bids are delivered elsewhere.

3.12 Late Bids: - Any bid received by the purchaser after the last date/time for submission of bids prescribed by the purchaser pursuant to clause **3.11** shall be rejected and returned unopened to the bidder.

3.13 Modification and Withdrawal of Bids

3.13.1 The bidder may modify or withdraw his bid after submission provided that the written notice of the modification or withdrawal is received by the purchaser prior to the last date prescribed for submission of bids.

- 3.13.2** The bidder's modification or withdrawal notice shall be prepared sealed, marked and dispatched as required in the case of bid submission in accordance with the provision of clause 3.11. A withdrawal notice may also be sent by FAX but followed by a signed confirmation copy by post not later than the deadline for submission of bids.
- 3.13.3** Subject to clause 3.15 of instructions to bidders, no bid shall be modified subsequent to the last date for submission of bids.

3.14 Bid opening and evaluation by BSNL:

- 3.14.1** The Tenders shall be opened in two stages. First the Qualifying Bid envelopes 'A' & 'B' i.e. Technical Bid shall be opened to ascertain the eligibility of bidders as per eligibility criteria stipulated in this tender document.

Envelope 'C' i.e. the Financial bid of the qualified bidders (in the technical bid) only shall be opened as per the eligibility criteria, in accordance with the clauses mentioned in the tender document.

The bidders/ authorized representatives present therein shall sign the requisite document.

The bids shall be opened by the Officer designated by BSNL, in the presence of the bidders or their authorized representative (Maximum of one representative of any bidder) on the date of opening. The Tenders will be opened in Conference Room, 1st Floor RTTC, Bhubaneswar at 1530 hours on the due date. If due to administrative reason, the venue of Bid opening is changed, it will be displayed prominently in the notice board on Ground Floor.

- 3.14.2** The date and time fixed for opening of bids, if subsequently happens to be a holiday for BSNL, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working day; the time and venue remaining unaltered.
- 3.14.3** If any of the document required to be submitted in envelope 'A' is found to be wanting, the concerned Bid shall be rejected at the opening stage itself and the remaining envelopes (B & C) will not be opened.

Before outright rejection of any of the Bid by Tender Opening committee (TOC) due to non-compliance of any of the provisions, the bidder will be given an opportunity to explain their position. However if the person representing the Bidder is not satisfied with the decision of the Bid opening team, he/they can submit the representation to Bid-opening team immediately; but, in no case after closing of the tender process with full justification quoting specifically the violation of tender conditions if any.

TOC will not return the bids submitted by the bidders on the date of tender opening even if it is liable for rejection and will preserve the bids in sealed cover as submitted, by taking signatures of some of the desirous representatives of the participating bidder/companies present on the occasion.

The In-charge of the TOC will mention the number of bids with name of bidder found unsuitable for further processing on the date of tender opening and number of representations received in Bid Opening Minutes. If TOC is satisfied with the arguments of the bidder/company mentioned in their representation and feel that there is prima-facie fact for consideration, the in charge of the Bid opening committee will submit the case for review to the competent authority, as early as possible (preferably on the next

working day) and decision to this effect should be communicated to the bidder company within a week positively. Bids found liable for rejection and kept preserved on the date of tender opening will be returned to the bidders after issue of Work Order to the successful bidder.

If the reviewing officer finds it fit to open the bid of the petitioner, this should be done by giving three (working) days notice to all the participating bidders to give opportunity to desirous participants to be present on the occasion.

3.15 Clarification on Bids :

To assist in the examination, evaluation and comparison of bids, BSNL may, at its discretion ask the bidder for the clarification of its bid. The request for the clarification and the response shall be in writing. However, no post bid clarification at the initiative of the bidder shall be entertained.

3.16 Preliminary Evaluation:-

3.16.1 BSNL shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether required documents have been furnished, whether the documents have been properly signed and whether the bids are generally in order.

3.16.2 Prior to detailed evaluation, BSNL will determine the substantial responsiveness of each bid to the bid document for purpose of these clauses. A substantially responsive bid is one, which confirms to all the terms and conditions of bid documents without material deviation. The verification by BSNL regarding the responsiveness of the bid shall be based on the contents of the bid itself without any recourse to extrinsic evidences. A bid determined as substantially non-responsive will be rejected by BSNL and shall not, subsequent to the bid opening, be made responsive by the bidder by correction of the non-conformity.

3.16.3 BSNL may waive out any minor non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

3.16.4 If any one of the above mentioned documents required to be submitted along with the qualifying bid is found wanting, the offer is liable to be rejected at that stage. However, BSNL (i.e. the TEC) may at its discretion call for any clarification regarding the document. BSNL may also ask for submission of any additional/ missing document within a stipulated time period. In such case(s), the bidder shall have to comply the requirement within specified time. In case of non-compliance to such queries within specified period, the Bid will be rejected outright without entertaining further correspondence in this regard.

3.17 EVALUATION

3.17.1 BSNL shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether documents have been properly signed and whether bids are generally in order.

3.17.2 If there is a discrepancy between words and figures the amount in words shall prevail. Prior to detailed evaluation, BSNL will determine the substantial responsiveness of each bid to the bid document. A substantially responsive bid is one, which confirms to all the terms and conditions of bid documents without material deviation. A bid determined as substantially non-responsive will be rejected by BSNL.

3.17.3 BSNL shall evaluate in detail and compare the substantially responsive bids and comparison of bids shall be on the price of the services offered inclusive of all levies and charges as indicated in the price schedule in section IV of the bid document.

3.17.4 The bids shall be evaluated on package basis of the total monthly cost of housekeeping jobs as per **Clause 1.1** (Quantum of work) corresponding to rates quoted under Details of Works in Section-IV of Tender document.

3.17.5 The decision of BSNL, in regards to evaluation, shall be final and binding on all the Bidders.

3.18. AWARD OF CONTRACT: - BSNL shall consider placement of the Letter of Intent to those bidders, whose offers have been found technically, commercially and financially acceptable. The bidder shall within 10 days of issue of Letter of Intent, give his acceptance along-with the performance security in conformity with Form II of Section III of the Bid Document. BSNL reserves the right to counter offer price(s) against price(s) quoted by any bidder.

3.19. RIGHT TO VARY QUANTITIES

BSNL reserves the right at any point of time through a work order after signing the contract to increase or decrease up to 25% of the quantum of work specified in the schedule of requirements without any change in unit rates and other terms & conditions. **However, BSNL Authority shall place order as per the actual requirements only from time to time.**

3.20. SIGNING OF CONTRACT

3.20.1 Signing of the agreement shall construe the award of house keeping contract on the bidder. The bidder will have to sign an agreement within 30 days of date of issue of Letter of Intent along-with all documents for the work.

3.20.2 Upon the successful bidder furnishing the Performance Security in pursuant to clause 4.2.1 the BSNL shall discharge the EMD pursuant to Clause 3.8.5

3.20.3 BSNL shall discharge the EMD to the unsuccessful bidders pursuant to Clause 3.8.4

3.21. ANNULMENT OF AWARD

Failure of the successful bidder to comply with the requirement of clause 3.20 shall constitute sufficient ground for the annulment of the award and forfeiture of the EMD in which event BSNL may make the award to any other bidder at the discretion of BSNL or call for new bids.

3.22. PERIOD OF VALIDITY OF BIDS

- (i) The bid shall remain valid for 150 days after the date of opening of bids. A bid valid for a shorter period shall be rejected by BSNL as non-responsive.
- (ii) A bidder accepting the request of BSNL for an extension to the period of bid validity, in exceptional circumstances, will not be permitted to modify his bid.

Section-II

4. GENERAL/COMMERCIAL CONDITIONS OF CONTRACT

4.1. APPLICATION

Submission of bid against this offer shall bind the bidder for the acceptance of all the conditions specified herein or in NIT unless otherwise agreed by BSNL

4.2. PERFORMANCE SECURITY

4.2.1 The successful bidder shall be required to deposit an amount equal to **5% of the total contract value** within 14 days of issue of letter of intent, as performance Security. If the bidder fails to deposit the requisite security deposit within the stipulated time, the EMD shall be forfeited. However, the period of 14 days may be extended by competent authority on genuine grounds, if requested by the bidder

4.2.2 Performance Security shall be submitted in the form of Bank Guarantee issued by a scheduled Bank for a minimum period of 18 months and in the proforma provided at Form II of Section III of the bid document.

4.2.3 Performance Security will be discharged after completion of contractors' performance obligations under the contract.

4.2.4 If the contractor fails or neglects any of his obligations under the contract it shall be lawful for BSNL to forfeit either whole or any part of performance security furnished by the bidder as penalty for such failure

4.3. EXECUTION TIME LIMIT

The time period as stipulated in the contract or letter of intent shall be deemed to be essence of the contract.

4.4. PAYMENT TERMS

4.4.1 The contractor shall submit a bill in triplicate for payment in the first week of every month after successful completion of job. The bill will carry a certificate of work by the SDE (Hostel)/ SDE (Gen) and countersigned by the DE (Admn) of this office and payment will be made by the Sr. AO (Cash), office of the Principal, RTTC, Bhubaneswar by A/C payee cheque after deduction of taxes and recoveries arising out of this agreement. The bidder is to indicate the name of the Bank and account number against which the account payee cheque will be issued. The PAN Number and the Service Tax Registration Number of the firm should be mentioned in the bill. Further, the monthly claim bills submitted for payment must be accompanied by

- i. lists showing the details of the labourers engaged
- ii. duration of their engagements
- iii. documents showing the amount of wages paid to each labourer for the duration in question.
- iv. amount of EPF Contribution (in respect of both the employer and employees) for the duration of the engagement in question, paid to the EPF Authorities along with a schedule showing the names of labourers against whom the payment is made.
- v. copies of the authenticated documents for payment of such contributions to the EPF Authorities.

Signature of the bidder with seal

- vi. a declaration from the contractor regarding the compliance of the conditions of the EPF Act, 1952.
 - vii. copies of the authenticated documents for payment of contributions to the ESI Authorities.
 - viii. Copy of documents as a proof of work done duly signed by the officer-in-charge of the area/room etc. has to be submitted along with the bill.
- 4.4.2 (i).** Payments to the workers to be done by the contractor before 10th of the following month in the presence of the nominated officer from RTTC Bhubaneswar.
- ii. Wage slips of individual worker showing details of earnings and deductions should be issued by the contractor before making payment.
 - iii. If the wage is paid through the workers' bank account, the bank transaction details should be submitted to BSNL authority.

4.5. PRICES

- 4.5.1** Prices charged by the contractor for the services performed under the contract shall not be higher than the prices quoted by the contractor in his bid.

4.5.2 PENALTY

The work must be executed as stipulated in the work description given in Scope of Work, failing which a penalty @ 2% of payment due for the month will be deducted for each day of unsatisfactory work, subject to a maximum penalty of 10% in a month. The Decision of BSNL for imposition of penalty shall be final and binding.

If the contractor fails to execute the job in time, then the job will be done by other sources and the expenditure so incurred will be deducted from the contractor's monthly bill by BSNL.

If non-execution of desired works is observed repeatedly (more than 5 times) the action for rescinding the contract will be initiated by BSNL.

4.6. TERMINATION OF CONTRACT

- 4.6.1** BSNL may without prejudice to any other remedy for breach of contract may terminate the contract in whole or in parts and the security deposit shall be forfeited in the following circumstances:-

- a) if the contractor fails to supply the requisite man powers within 7 days of the stipulated date, unless and otherwise the time is extended by The Principal, RTTC, Bhubaneswar on reasonable grounds.
- b) if the contractor fails to perform any obligation(s) under the contract,

- 4.6.2** BSNL may without prejudice, to other rights under law or the contract provided get the work done by arranging the labourers from other source at the risk and cost of the contractor.

4.7. TERMINATION FOR INSOLVENCY

BSNL may also by giving written notice and without compensation to the contractor terminate the contract if the contractor becomes unwilling, bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer.

4.8. FORCE MAJEURE

If any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions. Strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such events 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 delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist ,and the decision of BSNL as to whether the supplies 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 his option terminate the contract.

4.9. ARBITRATION

In the event of any question, dispute or difference arising under the agreement or in connection there with (except as to matter the decision to which is specifically provided under this agreement), the same shall be referred to sole arbitration of the Principal RTTC, Bhubaneswar. In case his designation is changed or his office is abolished then in such case to the sole arbitration of the officer for the time being entrusted whether in addition to the functions of the Principal RTTC, Bhubaneswar., or by whatever designation such officers may be called (hereinafter referred to as the said officer) and if the Principal RTTC, Bhubaneswar. or the said officer is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by the Principal RTTC, Bhubaneswar or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996.

The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to aforesaid arbitration and conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

The venue of the arbitration proceeding shall be the Office of Principal RTTC, Bhubaneswar or such other places as the arbitrator may decide.

4.10. SET OFF

Any sum of money due and payable to the contractor (including security deposit refundable to him) under this contract may be appropriated by BSNL and set off the same against any claim of BSNL for payment of a sum of money arising out of this contract or under any other contract made by contractor with BSNL.

4.11 The Bidder should give a certificate that none of his/her near relative is working in BSNL. In case of proprietorship firm certificate will be given by the proprietor, for partnership firm certificate will be given by all the partners and in case of limited company by all the directors of the company. Any breach of these conditions by the company or firm or any other person, the tender/work will be cancelled and earnest money/security deposit will be forfeited at any stage whenever it is so noticed. BSNL will not pay any damages to the company or firm or the concerned person. The company or firm or the person will also be debarred for further participation in any tender of RTTC, Bhubaneswar.

The near relatives for this purpose are defined as:

- (a) Members of a Hindu undivided family.
- (b) They are husband and wife.

Signature of the bidder with seal

- (c) The one is related to the other in the manner as father, mother, son(s), & son's wife (daughter in law), daughter(s) & daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother-in-law).

The format of the certificate is given at Form IV of Section III.

4.12 VERIFICATION OF DOCUMENTS AND CERTIFICATES:-

The bidder will verify the genuineness and correctness of all documents and certificates including experience/ performance certificates, issued either by the bidder or any other firm/ associate before submitting them in the bid. The onus of proving genuineness of the submitted documents would rest with the bidder.

As per requirement of the tender conditions, if any document/paper/certificate submitted by the participant bidder is found to be false/fabricated/tampered/manipulated at any stage during bid evaluation or award of contract, then the bid security of the bidder would be Forfeited and bidder would be disqualified from the tender.

In case, the contract has already awarded to the bidder then Performance Bank Guarantee would be forfeited. Action would also be taken for banning of business dealing with the defaulting firm in future.

5. SPECIAL CONDITIONS OF CONTRACT

- 5.1** The special conditions of contract shall supplement the "Instructions to the Bidders" as contained in section I and General (Commercial) Conditions of the Contract as contained in section II and wherever there is a conflict, the provisions herein shall prevail over those in section I and General (Commercial) Conditions of the contract.
- 5.2** In case the date fixed for opening of bids is subsequently declared as holiday by the BSNL, the revised schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.
- 5.3** **BSNL reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contract entered into with BSNL.**
- 5.4.** BSNL reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient ground.
- 5.5.** In any dispute arises out or in relation to this contract between BSNL and the contractor the same shall be settled amicably first through conciliation failing which the said dispute shall be referred to Principal RTTC, Bhubaneswar and in case the said Principal RTTC, Bhubaneswar unable to arbitrate the dispute due to pre occupancy or emergency, any legal or financial implication would rest with the contractor.
- 5.6. The engagement and employment of labourers and payment of wages to them as per existing provisions of various labour laws and regulations is the sole responsibility of the contractor and any breach of such laws or regulations shall be deemed to be breach of this contract. BSNL may ask the contractor to produce documents to verify that these provisions/laws are complied with by the contractor.** All wages allied benefits shall be paid by the contractor and BSNL shall not incur any liability or additional expenditure whatsoever for personnel deployed.
- 5.7.** No sub-contracting is permissible by BSNL.
- 5.8** The contractor shall assign the job of providing house keeping service only to qualified experienced licensed workers and also assume full responsibility for the safety and security of the officers/officials as well as essential store items while performing duties. BSNL shall have no direct or indirect liability arising out of such negligent, careless work which is an offence under relevant section under IPC and any loss caused to BSNL have to be compensated by the contractor.

- 5.9. The contractor shall also ensure effective supervision of the House keeping services for efficient services in all the locations.**
- 5.10.** The contractor would ensure healthy industrial relations with his staff and settle workers grievances without disruption of the House keeping services.
- 5.11.** The contractor shall issue name badges to all its representatives and ensure that they wear them while on duty. Contractor shall issue to all its workers, Identity cards bearing their photographs. This shall be ensured by the contractor, without any extra cost to BSNL.
- 5.12.** BSNL reserves rights to offer counter offer price(s) against price(s) quoted by the Bidder.
- 5.13.** The contractor shall be liable for any legal dispute/case/claims that have arisen or may arise during the currency of the contract.
- 5.14.** The contractor shall be responsible for compliance of all the laws rules/regulations and Govt. instructions that are/will be applicable to and aimed to protect the interest of the employees/ workers engaged by it and shall ensure payment of all the statutory dues/liabilities as may have arisen during the past or may arise during the course of performance of contract.
- 5.15.** Any persons employed by the contractor will also follow any other methods / instructions prescribed / issued by the authority in regard to the assigned job awarded to the contractor from time to time.
- 5.16.** (a) The contractor has to report the authority daily for carrying out the assigned jobs and supervise the labourers thus engaged.
- (b) The contractor shall ensure that the personnel thus engaged should carry the duty properly, and cases of non-performance of duty or disobedience will entirely lie with the contractor.
- (c) Any person employed by the contractor, if suspected of having doubtful entry inside the office building premises, shall be removed.
- (d) The contractor will have to provide information like photo-identity card with bio-data etc of the personnel engaged by him for the assigned job to the authority.
- (e) The complete list of personnel engaged by the contractor for the assigned job shall be furnished along with complete address, photo and other antecedents within 15 days of commencement of work. The contractor shall deploy only such personnel to the work.
- (f) The contractor shall not replace the workers thus engaged at random.
- (g) Authority shall not be liable to provide any residential accommodation or transport or medical benefits to workers engaged by the contractor. No cooking or lodging shall be allowed inside the campus.
- (h) The contractor shall comply all the statutory provisions (viz. The Contract Labour Central Rules, 1971, Contract Labour Act 1970 and The Equal remuneration Act 1976.) as regards workers to be deployed by him in respect of minimum wages, EPF, ESI, First Aid under the labour laws. The contractor shall produce the same and related information on demand by the authority.
- (i) The monthly claim bills submitted for payment must be accompanied by
- I. lists showing the details of the labourers engaged
 - II. duration of their engagements
 - III. documents showing the amount of wages paid to each labourer for the duration in question. Here it may be noted that the authorized representative of the Principal Employer (i.e. the Principal, RTTC) shall record his signature with a certificate at the end of the entries in the Register of Wages or the register of wage-cum-muster roll
 - IV. Amount of EPF Contribution (both employer's and employee's contributions for the duration of the engagement in question, paid to the EPF Authorities.)
 - V. Copies of the authenticated documents for payment of such contributions to the EPF Authorities along with a schedule showing the name of labourers against whose account the same is being deposited.

- VI. A declaration from the contractor regarding the compliance of the conditions of the EPF Act, 1952.
- VII. Copies of the authenticated documents for payment of contributions to the ESI Authorities.
- (j) The authority shall not be responsible financially or otherwise for any injury to the workers in the course of performing the job.
- (k) The contractor shall indemnify himself for any loss and theft to the BSNL property in office building, which is directly attributed because of lapses by the personnel, engaged by him. The decision of the Principal, RTTC, Bhubaneswar in this regard shall be final.
- (l) The contractor should carry out the job with suitable number of workers, so that the works are done timely without interrupting the office works.
- (m) The contractor should not engage any person having age below 18 years.
- (n) The contractor shall intimate the number of women workers engaged by him for the jobs.
- (o) The contractor shall intimate the authority regarding the wage period and the date of payment to its labourers.
- 5.17.** Notwithstanding anything contained in the Bid document, the successful bidder shall have to furnish an unequivocal and unqualified undertaking/ declaration to indemnify BSNL at the time of signing of agreement.
- 5.18.** The Contractor shall maintain a register for recording the proof of performing each job. The register should be signed by the concerned in charges/hostel inmates (as the case may be) as a token of satisfactory work in the concerned room. Finally it is to be counter signed by SDE (General)/SDE(Hostel).The countersigned document of proof of work done has to be submitted along with the bill every month.

CHECK LIST FOR BIDDERS

Submission of Bid:- For submission of the bids, Four envelopes are required marked as

Envelope – A, Envelope – B, Envelope – C, and Envelope – D.

The bidder shall submit the bids and bid documents in three separate envelopes marked as

Envelope – A: Bid Security and receipt of Bid document.

Envelope – B: Qualifying Bid

Envelope – C: Financial Bid

Envelope-A: - It should contain

Original receipt of payment of EMD at the cash counter/the Demand Draft drawn in favour of the Sr. Accounts Officer (Cash), Office of the Principal, RTTC, BSNL, Bhubaneswar payable at any scheduled bank located at Bhubaneswar and original receipt of payment at the cash counter of RTTC, Vanivihar, Bhubaneswar towards the cost of the bid document

Envelope-B: - It should contain documents as per clause 3.5

- (a) **The Qualifying Bid** comprising Section-I, Section-II, Section-III of the tender document in original, duly filled in and signed on each page by the bidder or its authorized representative along with seal.
- (b) Attested copy of Partnership deed or proprietorship deed, Articles/ Memorandum of association (as the case may be) and Power of attorney signing the bid on behalf of the firm/Company (if applicable).
- (c) Attested copy of required experience certificate.
- (d) Certificate regarding non-participation of near Relatives of BSNL Employees in the tender
- (e) Copy of EPF & ESI Registration Number.
- (f) Attested copy of valid labour license under contract labour act 1970.
- (g) Attested copy of PAN Card.
- (h) Attested copy of documents for Service Tax Registration.

All the photo-copy of the documents should be self attested.

Envelope – C: - It shall contain the Financial Bid (Section-IV of the Tender Document)

Envelope – D: - It shall contain the above three envelopes. It should be a large cover with personal seal and super-scribed as “Tender for house-keeping Services in Regional Telecom Training Centre, Bhubaneswar. **NIT No.** RTTC/GENL/G-54(04)/2013” addressed to the Principal, RTTC, BSNL, Vani Vihar, Bhubaneswar– 751007.

All the four envelopes should be addressed separately to the Principal, RTTC, Vani Vihar Bhubaneswar-751007. The envelopes should also bear the name and address of the bidder on the left lower corner. All the envelopes should be sealed properly.

Signature of the bidder with seal

Section III

FORM – I

BID FORM

Tender No: - **RTTC/GENL/G-54(04)/2013** Dtd.09-12-2013

To
The Principal, RTTC Bhubaneswar.

Dear Sir,

- 1 I/We, undersigned, offer to provide House Keeping Services in conformity with the conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of this Bid.
- 2 We undertake, to enter into agreement within one week of being called upon to do so and bear all expenses including charges for stamps etc and agreement will be binding on us.
- 3 If our Bid is accepted, we will obtain the guarantees of a Scheduled Bank for an amount equal to 5% of the contract sum for a minimum period of 18 months for the due performance of the Contract.
- 4 We agree to abide by this Bid for a period of 150 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.
- 5 Until an agreement is signed and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
- 6 Bid submitted by us is properly sealed and prepared so as to prevent any subsequent and replacement we have submitted. EMD of Rs.**29,500/-**(Twenty Nine thousand Five hundred Only) in the form of D.D/ (D.D drawn in favour of Sr A.O.RTTC Bhubaneswar) in the prescribed proforma along with the Bid.
- 7 We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated this Day of 201..

Signature of

In capacity of

Duly authorized to sign the bid for and on behalf of

Signature of the Witness

Name of the Witness.....

Address.....

Signature of the bidder with seal

PERFORMANCE SECURITY BOND FORM

1. In consideration of Bharat Sanchar Nigam Limited, New Delhi (here in after called the BSNL, New Delhi) having agreed to exempt _____ (here in after called the said contractor(s) from the demand of security deposit/earnest money of Rs. _____ on production of Bank Guarantee for Rs. _____ for the due fulfilment by the said contractors of the terms & conditions to be contained in an Agreement dated _____ and Tender document no. RTTC/GENL/G-54(04)/2013 (herein after referred to as Agreement) in connection with the contract for supply of _____ we, (name of the bank) _____ (hereinafter referred to as “the Bank”) at the request of _____ (Contractor (s) do hereby undertake to pay to the BSNL, New Delhi an amount of not exceeding _____, against any loss or damage caused to or suffered or would be caused to or suffered by the BSNL, New Delhi by reason of any breach by the said contractor(s) of any of the terms & conditions contained in the said agreement.

2. We (name of the bank) _____ do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the BSNL, New Delhi stating that the amount claimed is due by way of loss or damages caused to or would be caused to or suffered by the BSNL, New Delhi by reason of breach by the said contractor(s) of any of the terms & conditions contained in the said agreement or by reason of the contractor(s) failure to perform the said Agreement or breach of any terms and conditions of contract. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of the BSNL, New Delhi in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____.

3. We undertake to pay to the BSNL, New Delhi any money so demanded not with standing any disputes raised by the contractor(s)/supplier (s) in any suit or proceeding pending before any court of tribunal relating there to our liability under the present being absolute and equivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/supplier(s) shall have no claim against us for making such payment

4. We (name of the bank) _____ further agree that the guarantee herein contained shall remain in full force and effect initially for a period of one year from the date of acceptance and further agree to extend the same from time to time (one year at each time). It shall continue to be enforceable till all the dues of the BSNL, New Delhi under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till BSNL, New Delhi certifies that the terms & conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of TWO YEARS from the date hereof, we shall be discharged from all liabilities under this guarantee there after.

5. We (name of the bank) further agree with the BSNL, New Delhi that the BSNL, New Delhi shall have the fullest liberty without our consent and without affecting in any manner our obligations here under to vary and of the terms & conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time to time any of the powers exercisable by the BSNL, New Delhi against the said contractor(s) and to forbear or enforce any of the terms & conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance, and or any omission on the part of the BSNL, New Delhi or any indulgence by the BSNL, New Delhi to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).

7. We (name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent.

This guarantee is valid from _____ to _____

Dated _____

For _____

(Indicating the name of the bank)

N.B.: This guarantee should be issued on non-judicial stamped paper, stamped in accordance with the stamp act.

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

Principal
Regional Telecom Training Centre
Bhubaneswar.

Subject: Authorization for attending bid opening on _____ (date) in the Tender for house-keeping Services in Regional Telecom Training Centre, Bhubaneswar. NIT No. RTTC/GENL/G-54(04)/2013 dtd. 09-12-2013

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of _____ (Bidder) in order of preference given below.

Order of Preference	Name	Specimen Signatures
I.		
II.		
Alternate Representative		
Signatures of bidder or Officer authorized to sign the bid Documents on behalf of the bidder.		

Note: 1. Maximum of two representatives of each Bidder will be permitted to attend bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.

2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not recovered.

Signature of the bidder with seal

(Certificate regarding Non Participation of near Relatives of BSNL Employees in the tender called for House Keeping Services in RTTC Bhubaneswar, vide Tender No. RTTC/GENL/G-54(04)/2013 Dated.09-12-2013)

CERTIFICATE

I _____ Son of / W /O _____
R/O _____ hereby certify that none of my relative(s) as defined in clause 4.11 of tender documents is/ are employed in BSNL unit as per details given in tender document. In case at any stage, it is found that the information given by me is false/ incorrect, BSNL shall have the absolute right to take any action as deems fit without any prior intimation to me.

Signed _____

For and on behalf of the Agency

Name _____
(In CAPITAL letters)

Position _____

Date _____

AGENCY DETAILS

(Including performance records, financial viability etc..)

1. Name of Agency/Company :
2. Owner's Name/Director's Name :
3. EPF Registration No. :
4. ESI Registration No. :
5. PAN Number :
6. Service Tax Registration No. :
7. Telephone Nos. :
8. Residential Address :
9. Banker's Name & Address :

Experience: -

Sl. No.	Name of Company/ Organisation	Period		Value of work done	Proof Attached
		From	To		

Any Other Information/Documents which May Help BSNL in Assessing Tenderer's Capabilities for Award of Contract:-

Signature of the bidder with seal

SECTION – IV (FINANCIAL BID)
SCHEDULE FOR QUOTING RATES

To

The Principal, RTTC, Bhubaneswar –751 007.

Sub: - My / our bid for job contract for House-keeping Services in the RTTC, Bhubaneswar.

Ref: - **NIT No. RTTC/GENL/G-54(04)/2013 dtd.09-12-2013**

Sir,

Having understood the tender document, terms and conditions laid down therein, I/we, the undersigned offer to accept the work of Housekeeping and other works in accordance with the terms and conditions as per the rates quoted below:

JOB No	Details of work	In figures Rs. (Per Month)	In words Rupees (Per Month)
1	Sweeping & cleaning of office rooms, class rooms, different labs., Documentation and library rooms, corridors (Approx 3300 sq. Mtr.) and cleaning of toilets (two times per day) of RTTC building including one Inspection Quarter.		
2	Cleaning of hostel rooms, corridors, stair case, stores, combined bathrooms & toilets (two times per day), Inspection Quarter at Vani Vihar Colony etc. for floor area of about 3208 Sq.Mtr.		
3	Rearrangement of classrooms/ seminar hall/ conference hall. Operation of Public Address system/ LCD projectors etc. Cleaning of equipments, furniture in various labs/ computers. Supply of tea & snacks to the trainees and staff during office hours, meetings, seminars workshops. Movement of files as and when required.		
4	Gardening, horticulture & lawn maintenance works of RTTC campus along with sweeping and cleaning of campus premises and its front gate (Approx 2.5 Acres & Uncovered area (open space- compound area of 40926 sq. ft.).		
5	Receiving trainees, allotting seats, arranging rooms, maintaining recreation room, attending telephones, collecting seat rents, arranging for cleaning of bed sheets and pillow covers etc. House-keeping of one Inspection quarter located at RTTC.		
6	Documentation works like making copies in Xerox machine, stacking of books in racks, maintain stock record of handouts, distribution of timetables, handouts and other associated works.		
A.	TOTAL(Sl. 1+2+3+4+5+6)		

Sl. No	Details of Work	PER PIECE RATE	
		In figures Rs.	In words Rs.
7	Washing & ironing of bed sheets		
8	Washing & ironing of pillow covers		
9	Cleaning of mosquito nets		
10	Washing & ironing of towels		
11	Washing & ironing of door curtains		
B.	TOTAL(Sl. 7+8+9+10+11)		

C. GRAND TOTAL = A+B =Rs.....

(Rupees.....only.)

(Continued in next page.)

Note:

- 1. L-1 will be decided on the basis of rates quoted on GRAND TOTAL (C) as in pre-page.**
- 2. The rates in (A) should be quoted on monthly basis taking into account of the different jobs.**

If my / our bid is accepted I/we shall submit the security deposit as per the conditions mentioned in the contract.

I/We agree to abide by this bid for a period of **90** days from the date of opening of financial bid and it will remain binding upon me/us to accept the bid at any time before the expiry of that period.

Date.....

Yours faithfully

Signature of the bidder

Name of bidder _____

Address _____
