

 <p>सत्यमेव जयते Government of India</p>	<p><b>Government of India</b>  <b>Ministry of Skill Development and Entrepreneurship</b>  <b>Directorate General of Training</b>  <b>Regional Directorate of Skill Development &amp; Entrepreneurship</b>  <b>5<sup>th</sup> &amp; 6<sup>th</sup> Floor, Dharmapad Bhawan (NSIC Building)</b>  <b>Mancheswar Industrial Estate, Bhubaneswar – 751010</b>  <b>ODISHA</b></p>	 <p><b>Skill India</b>      कौशल भारत - कुशल भारत</p>
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**BID THROUGH GeM PORTAL FOR HIRING OF SANITATION AND DISINFECTION  
SERVICE - OUTCOME BASED**

**NAME OF WORK: - Bid through GeM for hiring of Cleaning, Sanitation and Disinfection Service - Outcome Based for Regional Directorate of Skill Development and Entrepreneurship Odisha and National Skill Training Institute Bhubaneswar for a Period of Two Years.**

Last Date & Time of Submission	As per Bid Specification uploaded on GEM Portal
Date & Time of Opening	As per Bid Specification uploaded on GEM Portal
EMD Amount	As per Bid Specification uploaded on GEM Portal

**Check list of documents (signed stamped and scanned copies to be attached)**

<b>Sl. No.</b>	<b>Document</b>	<b>Yes/No</b>
1.	Bid document signed and stamped	
2.	Audited accounts statement (2017-18, 2018-19 , 2019-20)	
3.	Registration/Incorporation certificate	
4.	E.M.D.	
5.	GST registration	
6.	ESIC Registration	
7.	EPFO Registration	
8.	PAN Number	
9.	Declaration as per annexure C	
10.	Satisfactory Completion Certificate Copies / copies of work order / work agreement signed /	

## **GEM BID NOTICE**

Bid for hiring Cleaning, Sanitation and Disinfection Service - Outcome Based through Gem for both Mancheswar & Choudwar Campuses of Regional Directorate of Skill Development & Entrepreneurship Odisha and National Skill Training Institute Bhubaneswar are invited from eligible Bidders/Agencies for a **Period of Two Years** and extendable upto one year subject to satisfactory performance and mutual consent.

The area of indoor premises of the office is **20,000/- sqft. (Approx)**

Bidders have to deposit the Earnest Money Deposit (EMD) of requisite amount, if applicable, as per bid details on GEM portal in the form of Demand Draft drawn in favour of “**Drawing & Disbursing Officer, National Skill Training Institute Bhubaneswar**” payable at **Bhubaneswar**.

The interested bidders should upload duly filled signed Bid form and their bids along with scanned copies of all the relevant certificates, documents, etc in support of their Technical Bids - all duly signed on the GEM portal on or before last date of BID.

Bid Documents are also available for viewing on the websites of Regional Directorate of Skill Development & Entrepreneurship Odisha i.e. <https://rdsdeodisha.dgt.gov.in>

**-Sd-  
Regional Director**

## **Terms and Conditions of Bid**

A. Estimated Bid Value: - Approx **Rs. 24.96 Lakh (Rupees Twenty-Four Lakh Ninety-Six thousand only)** for Two years as given in GEM portal.

B. **Period of Contract: -The Contract shall initially be for a period of Two years and may be extended further for a period of one-year subject to satisfactory performance, on the same terms and conditions.** The rates quoted by the bidder shall remain unchanged during the contract period except changes in minimum wages as per the notification of Government and corresponding changes in ESI, PF contribution and bonus if any. Additional expenditure incurred due such changes may be claimed separately by the bidder.

RDSDE Odisha/NSTI Bhubaneswar however, reserves the right to terminate the contract at any time without assigning any reason thereof by serving one month's notice.

C. Earnest Money: EMD of requisite amount as mentioned in Bid, published in Gem Portal, if applicable, to be deposited, in form of DD in favour of "Drawing & Disbursing Officer, National Skill Training Institute Bhubaneswar" payable at Bhubaneswar by closing date & time of the bid published on Gem Portal.

**Firm registered under MSME will be exempted from EMD as per existing guidelines.**

D. **ELIGIBILITY CRITERIA:**

1. The bidder should be providing cleaning and sanitation services for a period of 5 years or more and should have completed at least one or more works in the Government (Central and State) / Government Institutions / PSU / Universities during 2015-16 to 2020-21:

- (i) One similar work at least 80% of the bid value OR
- (ii) Two similar work each at least 50% of the bid value OR
- (iii) Three similar work each at least 40% of the bid value.

2. The bidder must be registered in Requisite Labour Acts, GST, ESIC & EPFO.

3. The bidder must have a PAN number.

4. The Bidder Firm /Agency should have at least 5 years or more experience of executing housekeeping work under the Central / State Government including Institutions of Govt. of India / State Govt./ Central / State PSU or University or Institutes of National Importance like IIT or NIT etc. The prospective Bidder /Agency. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial Year till 31/03/2021.

5. Average Annual turnover of the Bidder/Agency during each of three financial years (2017-18, 2018-19 and 2019-20) should be as stipulated on GEM portal for current bid. The average annual turnover of bidders must be duly certified by the appropriate Chartered Accountant/Auditor/any other prescribed authority and it should be minimum **Rs. 15,00,000/- (Rupees Twelve Lakh Only)** per annum.

6. The bidder firm should not have been indicted for any criminal, fraudulent or anti- competition activity and not been blacklisted by any Govt. Departments//PSU etc **for which the bidder has to submit a Declaration to this effect signed by the authorized signatory of the Agency.**

**7. In case of multiple L-1 Bidders, bids shall be awarded as per the following criteria: -**

- (1) Bids of Local vendors having their offices in Bhubaneswar shall alone be considered.**
- (2) If there are multiple Local Vendor having office Bhubaneswar then L-1 Bidder having highest average annual turnover (70%) as well as work experience under the Central Government / Central Government Institutions in Odisha (30%) based upon the contract value during last 3 financial year 2017-18, 2018-19, and 2019-20 shall be taken into account in deciding the bidder to whom the work order would be issued.**
- (3) In case there is no eligible local vendor, then outside vendor has to submit an undertaking to open office in Bhubaneswar within one month of issue of work order failing which the order will be cancelled.**
- (4) In any peculiar situation, the decision of the RD RDSDE Odisha shall be final**

#### **H. DOCUMENTS TO BE UPLOADED:**

**Bidder firms which fulfill the above eligibility conditions may upload the technical bid along with the scanned copy of following documents failing which their bids may be rejected: -**

- **Copy of Audited Accounts Statement of annual turnover for last three financial years (2017-18, 2018-19 and 2019-20).**
  - **Registration / Incorporation Certificate of firm.**
  - **Scanned copy of EMD, if applicable**
  - **Proof of registration with Labour authority, GST, ESIC, EPFO.**
  - **Copies of satisfactory work order report in support of eligibility conditions.**
  - **Copy of PAN No.**
  - **Declaration as per format at Annexure C.**
  - **Scanned Bid Document containing all terms and conditions of the bid duly signed and Stamped by the bidder.**
- . Proof of having office in Bhubaneswar in the form of payment of municipal tax, electricity bill, telephone Bill (Landline in the name if the firm), lease agreement.**

**Those agencies not having an office in Bhubaneswar have to submit an UNDERTAKING regarding opening office in the city of BHUBANESWAR within 30 days from the date of issue of work order.**

I. A complete set of hard copy of tender documents along with EMD must be submitted before last date of submission of tender as per Gem Portal to **“The Regional Director RDSDE Odisha Bhubaneswar, 5th Floor Dharmapada Bhavan (NSIC Building) Mancheswar Industrial Area Bhubaneswar-751010.** Non-submission of hard copy of tender documents will be led to rejection of the application.

**Note :** Only Agencies except for Govt. companies / PSUs, etc. having Valid Registration under ESI, EPF & other statutory law required for providing House Keeping Services shall apply. The Govt. Companies / PSUs must ensure that all the workers engaged by them must get benefits under ESI/EPF scheme & fulfill all other statutory requirements for this job.

## **OTHER TERMS AND CONDITIONS**

### **Evaluation of technical and financial bid**

- a. The Bidders are required to upload Technical bid as per Bid Specification uploaded on GEM Portal.
- b. Each and every page of attached document should be signed and stamped by bidder or its authorized representatives.
- c. The competent authority of RDSDE Odisha reserves the right to reject all or any Bid in whole, or in part, without assigning any reason thereof.
- d. Lowest financial bid will be evaluated based on overall lowest rate quoted by the bidder as per GEM guidelines.
- e. The earnest money shall be refunded to the unsuccessful Bidders after finalization of the contract. It shall be refunded to the successful Bidder on receipt of performance security deposit. No interest is payable on the EMD.
- f. The bid shall be valid for 60 days from the date of opening.
- g. Bids which are Incomplete or Conditional in any form may be rejected out rightly.
- h. In case the successful Bidder declines the offer of Contract, for whatsoever reason(s), their EMD shall be forfeited.
- i. A formal contract shall be executed/ entered into with the successful Bidder. In this contract, the successful Bidder shall be defined as Contractor.

### **Performance Security Deposit**

The successful Bidder will have to deposit a Performance Security Deposit as per Bid Details on GEM in form of Bank Guarantee/Demand Draft/ fixed bank deposit of a scheduled commercial bank in favor of “**The DDO NSTI Bhubaneswar**” and valid for 60 days beyond the expiry of period of two years’ contract and further renewable on the same basis. The successful Bidder will have to deposit the Performance Security Deposit and execute the contract within 15 days of acceptance of Bid.

## OTHER MANDATORY CONDITIONS

All bidders have to give a DECLARATION in the prescribed format along with Technical Bid that the Price quoted by them is NOT Below the estimated cost indicated in the Tender i.e. **Rs, 24,96,000/- (estimated value for a period of two years)** failing which bidder's technical bid and financial bid shall not be evaluated and tender shall be treated NOT RESPONSIVE and the bidder shall be debarred from the participation of future tender for a period of three years.

### DECLARATION

I /We, Authorized signatory on behalf of (Name of the Bidder) hereby that the amount quoted in the financial bid is not less than **Rs.24,96,000/-** and if the same is proved to be false our bid shall be treated an unresponsive and the RDSDE Odisha may debar us from participating in future tender for a period up to three years.

(Signature)

Name of the Authorized Signatory of the Bidder

Seal

**Place and Date**

## **GENERAL CONDITIONS OF CONTRACT (GCC)**

General conditions of contract will be governed as per GeM Service Lease Agreement. (SLA)

### **SCOPE OF WORK**

#### **Cleaning Services**

The aim and objective are to provide a high level of a clean, hygienic and presentable look to the premises of RDSDE Odisha & NSTI Bhubaneswar. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the RDSDE Odisha.

#### **Daily Services**

Housekeeping/ cleaning services should be done daily at regular intervals, so that the areas covered under the contract remain spick and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 9:00 A.M. Contractor will arrange manpower for special VIP visits at no extra cost. The services include: -

1. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings. Removal of waste and any other garbage from the entire area covered under the contract (such as training halls, conference rooms, office rooms, cabins, cubicles, etc.).
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract, including staircase, cabins, lobbies, reception, training rooms, office rooms, cabins, meeting rooms, office and other areas as covered in the contract.
3. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected waste at designated site on daily basis.
4. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipment's, accessories etc. and cleaning of all windows glasses and grills. Cleaning and dusting of window panes/venetian blinds.
5. Spraying Room Fresheners in all rooms, on a daily basis at regular intervals.
6. Scrubbing/cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.
7. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipment's, nameplates, plant boxes, doormats etc.
8. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
9. Check and remove hairs, dust, dirt or any such object from anywhere in area under the contract.



10. Cleaning, dusting, scrubbing of kitchen & dining area, reception, training halls, office rooms, library, store etc.
11. Cleaning & maintenance of indoor plants etc. as directed by the RD-RDSDE Odisha.

**Waste Disposal Management: -**

The contractor will ensure collection, screening/segregation of dry and wet garbage in the earmarked area.

The Contractor shall keep bin of suitable size and specification at the collection area. The contractor will employ his staff for the collection/disposal work. The contractor will also arrange for the garbage bags, prepare a flowchart indicating the method of collection/Disposal etc, as per directions of RD-RDSDE Odisha.

**Weekly Services:-**

The deep cleaning of the entire area will be done by the Contractor once a week as under: -

1. Dusting of entire area including windows/ windowpanes/ doors / ledges, etc.
2. Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with cleaning material.
4. Cleaning of all windows glasses and grills with detergent/cleaning agents.
5. Washing of kitchen area.
6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
7. The Bidder will make a cleaning programme and submit to ESIC for weekly cleaning so that ESIC's concerned official / In charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
8. The Contractor will work in the specified area mentioned in the scope of work.
9. Provide office Waste Management Services wherever applicable including all equipment, disposables, containers, trolleys etc. complete in all respects.
10. Cleaning of the roof to be done in such a way that there is no water logging/breeding ground for mosquitoes.

**Housekeeping Monitoring and Control:-**

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:-

### Toilets Checklist:-

This is to be attached on the back of the toilet door. It is to be filled up by the Contractor staff on duty daily.

### Management / Housekeeping Service Requirements/ Complaints Report

This is to be filled up by the management and administrative staff/attendant of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on a register provided to the Contractor and reported to Caretaker of RDSDE. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

### Cleaning of Office Rooms/ training hall

- Every evening.
- The offices shall be dry dusted and swept after the closing hours.
- Vacuum cleaning shall be done on carpets and upholstery.
- The worktables shall be cleaned with soap solution in the morning.
- The office shall be mopped with soap solution in the morning.
- Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.

### Glass Windows and Doors

- The Contractor shall have his staff to clean glass with appropriate soap solution on weekly basis.
- Internal glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.

### CLEANING SCHEDULE: -

<b>OFFICE AREA / WASHROOM</b>				
<b>S.No.</b>	<b>Activity</b>	<b>Frequency</b>	<b>Agents Used</b>	<b>Responsibility</b>
1.	Cleaning, sanitization and dusting work of office area, corridor lobby etc	TWICE a day	Wizard	Sanitary Attendant
2.	Washroom cleaning with sodium hypochlorite	TWICE a day	1% Sodium Hypochlorit	Sanitary Attendant

**Signature of the Bidder with Seal**

Dilution of wizard in all areas = 40 ml in 1 liter of water

Use disposable gloves.

Cover area with 1% sodium Hypochlorite

Leave for 20 minutes

Mops cleaning – Detergent wash and dry. Buckets – Detergent wash and dry. (If contaminated 1% Sodium Hypochlorite overnight rinse and dry.)

All collection, storage, transportation and disposal of waste shall be in accordance with the standard regulations, in this regard.

The waste shall be carefully secured or pretreated for transportation to a common facility for disposal.

Waste shall not be transferred from one bag to another. Bags should be tied when three fourth full and then placed in a bigger bag / container for transporting.

Covered Trolleys should be used for transportation. Before final disposal/treatment waste should be kept in specified location and in specific liners and containers.

**The following shall be followed:-**

- a. Segregation will be done at source.
- b. Bins will have Dry / Wet sign on them.
- c. Housekeeping personal will wear gloves and masks before collecting the garbage.
- d. Bags will be secured when they are 3/4th full and will be clearly labeled with the date, time and respective floor.
- e. If a bag is found broken or not completely sealed then it should be double bagged into a second bag.
- f. Garbage will be transported in designated trolley to the storage area and cleared daily at designated time.

Sign of Bidder with seal

**TECHNICAL BID FORM- (To be filled up, signed and upload the scanned copy)**

Name of work: **Cleaning, Sanitation and Disinfection Service at RDSDE Odisha &NSTI Bhubaneswar**

SI No.	Description of information	Details of information
1.	NAME OF BIDDING COMPANY / FIRM	
2.	NAME OF OWNER / PARTNERS/ DIRECTORS	
3.	ADDRESS OF OFFICE/OFFICES: FULL PARTICULARS OF OFFICE	
4.	ADDRESS WITH TELEPHONE NO., FAX NO. & E- MAIL ADDRESS	
5.	REGISTRATION DETAILS:	
	(A) GST NO.	
	(B) EPF REGISTRATION NO.	
	(C) ESI REGISTRATION NO.	
	(D) PAN NUMBER	
	(E) Others (pl. specifies)	
6.	BANK DETAILS	
	NAME AND ADDRESS OF THE BANK	
	ACCOUNTS NO.	
	IFSC CODE	

**Sign of Bidder with seal**

**DETAILS FINANCIAL STATEMENT, PROFIT AND LOSS STATEMENT DURING LAST  
THREE YEARS.**

S. No.	FINANCIAL YEAR	INCOME	EXPENDITURE (Rs.)	NET PROFIT/LOSS (Rs.)
1.	<b>2017-18</b>			
2.	<b>2018-19</b>			
3.	<b>2019-20</b>			

**DETAILS OF HOUSE KEEPING WORK ORDER AS PER ELIGIBILITY CRITERIA IN  
FOLLOWING PROFORMA (attach extra sheet if required)**

SI No.	Name & Address of the Organization	Contract Value	Duration of the Contract		Satisfactory work Completion Certificate/First and last payment proof (YES/NO)
			FROM	TO	

**SIGNATURE OF OWNER/MANAGING PARTNER/DIRECTOR/  
AUTHORISED SIGNATORY**

DATE:

NAME:

PLACE:

SEAL:

**Note :**

\*No overwriting /cutting and correction are allowed and such offers will be summarily rejected.

\*Housekeeping charges for per person per month in words and figures should be indicated. The relieving charge will be payable if arrangement of reliever is made during leave/weekly off days including any enhancement in Minimum Wage.

## LIST OF MATERIAL TO BE USED EVERY MONTH

SI No.	Description of material	Brand
1.	Parking Broom	As per Standard
2.	Naphthalene Ball	Trishul/ Equivalent
3.	Air Freshener	Odonil / Equivalent
4.	Air Neutralizer (300 MI)	Air Wick
5.	Duster Floor Big Size	As per standard
6.	Duster (check) Big	As per standard
7.	Duster (Check) Small	As per standard
8.	Soft Broom	As per Standard
9.	Hard Broom	As per Standard
10.	Liquid Soap (5 Ltr. Can)	Fem /Dettol
11.	Acid (5 Ltr. Can)	Trishul
12.	Garbage Bag (Big-30*40)	As per Standard
13.	Garbage Bag (Small 20*20)	As per Standard
14.	Detergent Bar 250 Gm.	Vim
15.	Liquid Soap Pump 500 ml	As per Standard
16.	Hand Soap Cake 100 Gm.	Dettol
17.	Hand Gloves ( Nitrile /polyvinyl grade )	As per Standard
18.	Dust Pan	National
19.	Mosquito Spray (500 ml.)	Black Hit
20.	Detergent Soap 250 gm.	Rin
21.	Washing Powder 1 KG	Nirma
22.	Small Size Toilet Roll (75 Mtr)	Daffodil
23.	Urinal Cube (400Gms.)	A-One
24.	Wiper (Heavy Duty)	National
25.	White Phenyl (5 Ltr. Can)	Thrissul
26.	Glass Cleaner-500 MI	Colin
27.	Dust bin Big (80 Litre Size)	As per Standard
28.	Pest Control and Rodent Control Treatment with Material & Equipment	As per Standard
29.	Toilet Cleaner (5 Ltr Can)	Harpic
30.	Plastic Bucket (15 Litres)	As per Standard
31.	Plastic Mug (1 Litre)	As per Standard
32.	Spray Bottle (Empty)	As per Standard
33.	Toilet Brush (Hockey)	As per Standard
34.	Toilet Brush (Round)	As per Standard
35.	Toilet Pump (Bouch)	As per Standard
36.	1% Sodium Hypochlorite Solution	As per requirement

To be stocked as per need with a buffer stock of at least one week in advance or more.

Approximate Cost of material per month: Rs.26,000/- pm

**List of Equipment, Tools & Tackles**

<b>S. No.</b>	<b>Description</b>	<b>Number Required (Mandatory)</b>
1.	Wet/Dry Vacuum Cleaner	1
2.	Glass Cleaner Kit	1
3.	Sanitizer/Disinfectant Spray	1

**DECLARATION**

I, ----- Proprietor/Partner/Director/Authorized Signatory of am competent to sign this declaration and execute this Bid document;

i. I have carefully read and understood all the terms and conditions of the Bid and hereby convey my acceptance of the same.

ii. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my Bid at any stage besides liabilities towards prosecution under appropriate law.

iii. I have apprised myself fully about the job to be done during the currency of period of agreement and also acknowledge to bear the consequences of non-performance or deficiencies in services on my part. iv. Company/firm has done in past satisfactory/disciplined work and has not been blacklisted in past by any client.

**Signature of Owner/Managing Partner/Director/  
Authorized signatory**



**BREAK UP OF FINANCIAL BID (to be submitted with financial bid)**

<b>Sl. No.</b>	<b>Description of item</b>	<b>Amount (Rs.)</b>	<b>Remark</b>
1.	Amount for Labour (04 Nos) per month: of 26 days -Semi-Skilled.		
	Wages		
	ESI Contribution		
	EPF Contribution		
	<b>Total</b>		
	Service Charge		
	GST		
	<b>Grand total of labour component:</b>		[A]
2.	Amount of material and machinery as per annexure 'A' & 'B' per month.		
	<b>Total (including GST):</b>		[B]
	<b>GRAND TOTAL of [A] &amp; [B]</b>		

- Minimum Wage as per GOI Order for 26 days of working

**Signature of Owner/Managing Partner/Director/  
Authorized signatory\***

Date:

Full Name:

Place:

Company's Seal:

\*In case of authorized signatory, authority letter must be evidenced.

**Note:** A complete set of hard copy of tender documents along with EMD must be submitted before last date of submission of tender as per Gem Portal. Non-submission of hard copy of tender documents will be led to rejection of the application.