

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	22-11-2024 18:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	22-11-2024 18:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Delhi
Department Name/विभाग का नाम	Women And Child Development Department Delhi
Organisation Name/संगठन का नाम	N/a
Office Name/कार्यालय का नाम	Delhi
Item Category/मद केटेगरी	Hiring of Sanitation Service - Sweeper; 6; All Areas; All Areas; Daily; 2
Contract Period/अनुबंध अवधि	2 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	1600 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes

Bid Details/बिड विवरण	
Document required from seller/विक्रेता से मांगे गए दस्तावेज	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Single Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	2541000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	26

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

DDO

Delhi, Women and Child Development Department Delhi, N/A,
(Sh. Virender Kumar)

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	No
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

5. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or

2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or

3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :

price breakup sheet - [1731070563.xlsx](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
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14-11-2024 14:00:00

Conference hall, DWCD, Kashmere Gate

Hiring Of Sanitation Service - Sweeper; 6; All Areas; All Areas; Daily; 2 (129)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Category of Resource	Sweeper
Number Of Working Days in Week	6
Type of Area	All Areas
Area Inclusions	All Areas
Cleaning Cycle	Daily
Cleaning Frequency	2
Consumables/Equipments and cleaning agents to be provided by	Service Provider
Machineries to be provided by	Service Provider
Addon(s)/एडऑन	
Garbage Lifting and Disposal (Per Ton Cost)	Yes
Consumables/Equipments and cleaning agents to be provided by Service Provider	NA
Machineries to be provided by service provider	NA

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources	Additional Requirement/अतिरिक्त आवश्यकता
1	Dilip Kumar Karn	110006, Department of Women & Child Development, Govt. of NCT of Delhi, ISBT Building Maharana Pratap, Kashmere Gate, Delhi-110006	129	<ul style="list-style-type: none"> Monthly Volume of Garbage (In Tons) : 10 Approx Area in Sq.Ft : 2125715.1542 Minimum Wage Per Month Per Resource (Including ESI, PF, ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 22112.22

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

- Provisions for workmen compensation, insurance, public liability, property damage, insurance etc. to be ensured by the contractor. Also, safety measures prescribed for working in Extra High Voltage & use of personnel protective equipment must be adhered to.

3. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Please read the ATC carefully before applying for the bid.

4. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for attached categories, trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the General Terms and Conditions/सामान्य नियम और शर्तें, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---

Price Breakup of Financial estimated bid value		
S.No.		Sanitary Staff
1	Basic + VDA w.e.f (01/10/2024)	695/-
2	ESI @ 3.25%	22.58/-
3	PF @ 13.00%*	75
4	Bonus@8.33%	57.89/-
5	Per day	850.47/-
6	Per Month (26 days)	22112.22/-
7	Total	22112.22/-
8	Monthly amount (a)	22112.22/- x 129=28,52,476.38/-
9		(exclusive of GST)
10	Service Charge(as per GeM standard)	
11	Grand Total (Incl total wages, consumables and all applicable taxes)	

* PF contribution restricted to wages of Rs 15000/- per month
** If Minimum Wages is revised by GNCT of Delhi, the



(A) Additional Terms and Conditions:

1. The quoted amount shall include all charges {i.e. service charge, material(consumables) cost etc., and all applicable taxes}.

2. The Contractor at all times should indemnify Department against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Shops and Establishments Act or any modification thereof or any other law relating thereto and rules made there under from time to time. Department will not own any responsibility in this regard. Minimum wages will have to be paid as per Central / State Act.

3. The Contractor has to provide standard liveries on his own cost to its housekeeping staff. The staff shall be in proper uniform, gloves safety kits, Masks as per requirement should be provided by the contractor but approved by Department administration with their identity properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of competent authority. In case of failure of the contractor to provide uniforms or proper uniforms to the staff, Department reserves the right to provide the uniform and deduct the expenditure incurred on the same from the monthly bills. In addition, penalty at the rate of Rs 1000/- per day / per worker may also be levied at the discretion of the Director, WCD. The Contractor shall ensure that the staff on duty wears proper uniform and in case any staff is found to be not wearing uniform or proper uniform, penalty at the rate of Rs 1,000/- per employee per day will be levied.

4. Plan, manage collection, mechanized screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposables etc which is used by the housekeeping staff. The contractor will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.

5. Payment Procedure:

a) Payment to all the engaged employees will have to be made on or before 7th of the succeeding month, delay in salary wages and exploitation of engaged employees shall not be tolerated by Department and a penalty of Rs. 1,000/- may be levied per employee per day for delay in of salary/ wages to engaged employees. Further, Rs1000/- per employee per delayed day may be levied at the discretion of the competent authority for delay in payment of salaries. Said penalties will be imposed

and deducted from the total bill. **"PAYMENT OF WAGES TO WORKER IS NOT LINKED TO PAYMENT OF THE BILL BY DEPARTMENT OF WCD."**

However, Endeavour shall be made to make payment to the Agency in time.

- b) All the payments to the workers have to be made by the Agency through Bank transactions only on or before 7th day of each month. Cash payment is strictly prohibited. Agreement with the Agencies, who does not make payment to its workers through Bank shall be terminated.
- c) The Agency is also required to issue pay slips to all its employees every month.
- d) Payment will be made upon submission of the bill in triplicate. Payment of the bill will be based on computerized print outs in standardized proforma approved by Department of WCD along with computer generated attendance sheet in respect of the persons deployed. Bills without relevant documents may not be processed till the submission of all the documents.
- e) While submitting the bill, the services provider must file a certificate certifying the following:
 - o Wages of workers were credited to their bank accounts on _ (date). Further details of payment with bank account No. & wage sheet to be submitted.
 - o ESI Contribution relating to workers amounting to Rs.____ Was deposited on ____ (date) (copy of form 7 and the challan enclosed)
 - o EPF Contribution relating to workers amounting to Rs.____ was deposited on ____ (date) (copy of the Challan enclosed)
 - o Undertaking regarding compliance with all statutory Labour Laws including Minimum Wage Act.

5. The contractor will execute Mechanized & Manual Cleaning, Disinfection and housekeeping works with suitable, uniformed and trained personnel with the use of modern equipment's and eco-friendly chemicals for the following works in station premises.

- a) Sweeping of terrace of office building (on weekly basis).
- b) Pestcontrol should be done on quarterly basis.
- c) The contractor shall arrange and use cleaning materials of the standard quality for cleaning. These are minimum specified. List of materials with approx. quantity required per month is given as annexure-I. Contractor shall use adequate quantities of materials for the cleaning of the all the areas (associated area and yards). Also, he will keep sufficient material available with his supervisor for use. A list of all consumables required along with quantity for cleaning & disinfection shall be maintained by your supervisor for effective cleaning of station & associated area.
- d) All the employees of the Contractor have to mark their attendance in the Aadhaar Enabled Biometric attendance facility or any other attendance system as per the instructions of the competent authority of the Department. Payment of the bills shall be based on the attendance marked on such system.

2 Risk Clause

- a. The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. Department reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the Department of WCD, GNCT of Delhi from the Contractor Security Deposit or pending bill or by raising a separate claim.
- b. All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the Department Officers. Contractor and his staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the Department, and shall not knowingly lend to any person or company any of the effects or assets of the Department, under its control.
- c. In the event of loss/damage of equipments etc. at the premises of the Department of WCD due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to Department of WCD. The Contractor or his representative/s shall meet department representative/s regularly to take feedback regarding the Housekeeping services.
- d. The Contractor will also maintain a suggestion book for comments on the services rendered by it and present to administration office monthly.
- e. The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the Department of WCD premises and shall indemnify Department of WCD, for any loss or damage caused by any act of the Contractor or its employees or staff etc.
- f. The Contractor shall not assign or sublet this Agreement or any part thereof to any third party, where service of associates for providing services / meeting contractual responsibilities if availed by the contractor, the contractor shall be fully responsible for performance & all acts of the associate as if they are his own.
- g. Training on behaviour aspects and ethics must be done regularly. Department of WCD, Delhi's way of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.
- h. Labour Licence under contract labour act of Government of India (Contract Labour Act (R&A) 1970) or Government of National Capital Territory of Delhi should be submitted.

B. Additional Documents to be submitted:

The following documents are required to be uploaded on GeM portal under additional Documents:

1. ESIC and EPF registration numbers /certificates
2. Proof of payment of ESIC and EPF contributions. Please upload the challan/ return on contribution/Electronic Challan cum receipt (ECR) of last payment of ESIC contribution and EPF contribution
3. Registration certificates under contract labour act of Government of India (Contract Labour Act (R&A) 1970) or Government of National Capital Territory of Delhi.
4. GST Registration Certificate.
5. All the documents should be submitted only once in separate PDF with proper name of the documents.
6. All the documents should be attached as proper Index with numbering.
7. Acceptance of all the bid documents should be submitted with Sign and stamp.
8. Provisions of workmen compensation, insurance, public liability, property damage, insurance etc. to be perused by the contractor. Also, safety insurance, public liability, property & use of personnel protective equipment must be adhered to.
9. AVAILABILITY OF OFFICE OF SERVICE PROVIDER: The office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED (Rent agreement registered with revenue department before the bid date of the tender, electricity bill, GST registration certificate).
10. Bidders can also submit the EMD with ACCOUNT payee Demand Draft/FD in favour of DDO-HQ(WCD) payable at Delhi. Bidder has to upload scanned DD/FD with the bid and submit the EMD in physical form within 05 days of bid end date.
11. Bidder can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of DDO.HQ(WCD) A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of pledge for release of EMD, the FDR will be released in favour of bidder by the buyer after making endorsement on the back of the FDR duly signed & stamped along with covering letter. Bidder has to upload scanned copy / proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date.
12. Bidders shall use only those products in the Offices which are not obsolete in the market and has at least a year residual market life.
13. Bidder's offer is liable to be rejected if they don't upload any of the certificates/documents sought in the Bid document, ATC and Corrigendum if any.
14. Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regard. GST reimbursement will be as per actuals or as per applicable rates (whichever is less).
15. Dedicated toll Free Telephone No. for Service Support: BIDDER/OEM must have Dedicated/toll Free.

16. Duration of the service contract may be extended up to 6 months beyond the initial contract duration (subject to satisfactory performance and mutual consent).
17. Escalation Matrix for Service Support: Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support along with atleast three names with their designations.
18. ISO 9001:2015 The bidder or the OEM of the offered products must have ISO 9001 certification.
19. NET WORTH: Net Worth of the OEM should be positive as per the last audited financial statement.
20. OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.
21. PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries/wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer along with all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff/wages sheet of the employees with self attested.
22. Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD/FD should be made in favour of DDO-WCD(HQ) payable at New Delhi. After award of contract, Successful Bidder can upload scanned copy of the DD/FD in place of PBG and has to ensure delivery of hard copy to the original DD/FD to the Buyer within 15 days of award of contract.
23. Successful Bidder can submit the Performance Security in the form of Fixed Deposit/DD Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of DDO-WCD (HQ A/C (Name of the Seller)). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee, For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract
24. Police Verifications of the employers should be done and the latest report should be submitted (not older than 06 months from the date of the closing of bid) along with the attested Aadhar Card's Copy (Self-attested).
25. Police Verifications of the employees/staff/worker should be done and the latest report should be submitted along with the attested Aadhar Card's Copy (Self attested by the employee/staff/worker). police verification report should be submitted within a week after the Work order, if selected as L1.
26. Non-Bankruptcy undertaking and Non-Blacklisting undertakings should be submitted.
27. The services may be extended upto six (06) month with approval of both the ends buyer and seller.

	DEPARTMENT OF WOMEN & CHILD DEVELOPMENT, GOVERNMENT OF NCT OF DELHI, (Catetaking Branch) 6 th Floor ISBT Complex Kashmiri Gate New Delhi	
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Bid No.

SCOPE OF WORK

Area of work:

All open and covered area within the different Homes/Institution of the Department of Women & Child Development including the All open and covered area and roof will be in the scope of housekeeping services to be provided by the contractor. Out of 129 strength 78 Male and 51 females are required in the different- different institutions of the department.

****Sanitation Staff** may be deployed at various locations and field units of the department of Women and Child Development all across the Delhi.

LABOUR LAWS: -

The Sanitation/House-keeping staffs to be used by the Contractor in its pursuit to meet the contractual obligation of providing sanitation & house-keeping services to the department shall be the employees of the contractor. The contractor shall abide by and comply with all the relevant laws and statutory requirements under Labour Laws, Minimum Wages and Contract Labour (Regulation & Abolition) Act 1970, EPF, ESI, Employee Compensation Act, 1923, Bonus etc. with regard to the personnel engaged. Further, for any lapse in this regard, the Contractor shall be solely responsible and held accountable. The contractor shall maintain registers required under the relevant Act for recording the names of the personnel deployed. Also provide the detail of employees with EPF account No. and subscription deposit by the contractor as per instructions issued by the Government.

Cleaning Services:

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the Department Officials of Department will also monitor the entire work and staff.

General Instructions:

1. All collection, storage, transportation and disposal of waste shall be in accordance with Rules/ guidelines issued by the GNCTD time to time.
2. The waste shall be carefully secured or pre-treated for transportation to a common facility for disposal.
3. The contractor has to display the cleaning schedule at all the areas with proper entries.

(A) Daily Services

Housekeeping/ cleaning services should be provided on all days including holidays, in Institutions and Homes so that all areas are spic 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 in rooms where work will start at 9.30 am. Contractor will arrange manpower for special VIP visits at no extra cost and provide full support and cooperation to the Department.

Housekeeping staff has to do following activities for all of the rooms of all the Dormitories, stores, canteen, kitchen, consultants/ Staff Rooms in Office block, all corridors and all covered and open areas.

Annexure-I

- 1) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas at regular intervals on daily basis.
- 2) Cleaning, dusting, sweeping, mopping with disinfectant on stair cases, in cabins, lobbies, reception, pantries, corridors, ceilings, office rooms, training rooms at regular intervals and on daily basis.
- 3) Vacuum cleaning of all carpets, upholstered furniture and whenever required.
- 4) Cleaning blood spills and others such as human excrement, urine as and when required.
- 5) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipments, computer systems, phones , doors, windows, furniture, window glasses, grills, curtains etc.
- 6) Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times. Dusting of computer systems & peripherals, furniture's, equipments & accessories etc. on a daily basis.
- 7) The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.
- 8) Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area.
- 9) Collection and transportation of sharp containers to Storage site.
- 10) Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
- 11) 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.

- 12) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the Departmental official in charge.
- 13) Any additional work assigned by the In charge of Office/Home/ Institution and CTB of the area where the housekeeping staff has been placed on duty. Once assigned an area the housekeeping staff will be under the control and supervision of the Superintendent concerned.

(B) 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 standard cleaning material.
4. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
5. Washing of outside area with High Pressure Jet machine.
6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
7. The Contractor will work in the specified area mentioned in the scope of work.
8. The Contractor will provide the duty register to ESIC as required.
9. Cleaning of water coolers atleast twice a week and maintaining a cleaning schedule

(C) Housekeeping Monitoring and Control

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

1. Toilets Checklist

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

2. Management / Housekeeping Service Requirements/ Complaints Report

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

3. Housekeeping Services Complaint Register

This register is to be completed on the basis of information received by the Housekeeping Manager from Department officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from Department, etc. and necessary action is to be taken.

- Toilets/bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
- The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.
- Dusting and cleaning of equipments as directed by departments on a daily basis.

General Requirements and Documentation

Organisational structure and line of authority

Housekeeping manual and all SOP (Standard Operating Procedures)

List of equipments used

The contractor shall not employ any person who has not completed eighteen years of age.

Immediate replacement of on leave staff.

Rotation of staff if required

The Housekeeping contractor shall cover entire open and covered areas of the Department and Frequency of cleaning:

S.No.	Type of cleaning/sanitation activities/cleaning standard	Approximate Area/Portion of the building (Give measured area also in sq.m)	Number of times activity is to be done and at what intervals per day /week/ fortnight etc.
(i)	Sweeping in covered area	54685.5	Once in a day and as and when required
(ii)	Scrubbing, wet cleaning of floor, passages and different types of floor area provided in different rooms and stair cases of the building	54685.5	Once in a day and as and when required
(iii)	Sweeping open space like roads, courtyards, garage, lots, etc.	73910.4	Once in a day and as and when required
(iv)	Sweeping/ cleaning/wet mopping of main hall of parking canteen/kitchen/ pantry	11806	Thrice a day and as and when required

(v)	Toilets, latrines, wash-basin and Bath Rooms and passages, etc. attached thereto	2398	Thrice a day and as and when required
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*In case of reduction/enhancement of the area (Sq. Mtr) the payment to the sanitation agency will be made

on the actual basis after obtaining measurement from PWD.

**The above mentioned area may increase or decrease as per requirement of the department.

List of Material (Quantity required per month)

S.No	Description of Material	Brand	Quantity
1.	Parking Broom	As per Standard quality	As per Standard Terms & Conditions
2	Naphthalene Ball	As per Standard quality	
3	Air Freshner	As per Standard quality	
4	Air Neutralizer (300 ML)	As per Standard quality	
5	Duster Floor Big Size	As per Standard quality	
6	Duster (check) Big	As per Standard quality	
7	Duster (check) small	As per Standard quality	
8	Soft Broom	As per Standard quality	
9	Hard Broom	As per Standard quality	
10	Liquid Soap (5 ltr. Can)	As per Standard quality	
11	Acid (5 Ltr. Can)	As per Standard quality	
12	Garbage Bag (Big-30*40)	As per Standard quality	
13	Garbage Bag (Small 20*20)	As per Standard quality	
14	Detergent Bar 250 Gm	As per Standard quality	
15	Liquid Soap Pump 500ml	As per Standard quality	
16	Hand Soap Cake 100 Gm.	As per Standard quality	

17	Hand Gloves (Nitrile /polyvinyl grade)	As per Standard quality
18	Dust Pan	As per Standard quality
19	Mosquito Spray (500 ml.)	As per Standard quality
20	Detergent Soap 250 gm	As per Standard quality
21	Washing Powder 1 Kg	As per Standard quality
22	Small Size Toilet Roll (75 Mtr)	As per Standard quality
23	Urinal Cube (400 Gms.)	As per Standard quality
24	Wiper (Heavy Duty)	As per Standard quality
25	White Phenyl (5 Ltr Can)	As per Standard quality
26	Glass Cleaner-500 ML	As per Standard quality
27	Dust bin Big (80 Litre Size)	As per Standard quality
28	Toilet Cleaner (5 litre Can)	As per Standard quality
29	Plastic Bucket (15 Litre)	As per Standard quality
30	Plastic Mug (1 litre)	As per Standard quality
31	Spray Bottle (Empty)	As per Standard quality
32	Toilet Brush (Hockey)	As per Standard quality
33	Toilet Brush (Round)	As per Standard quality
34	Toilet Brush (Bouch)	As per Standard quality

Other instructions:

A (1). Break-up of wages to be paid to the Sanitary Staff(for Unskilled labour):
The following table shows the break-up of wages (in Rs)

	Sanitary Staff
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Basic + VDA w.e.f (01/10/2024)	695/-
ESI @ 3.25%	22.58/-
PF @ 13.00%*	75
Bonus@8.33%	57.89/-
Per day	850.47/-
Per Month (26 days)	22112.22/-
Total	22112.22/-
Monthly amount (a)	22112.22/- x 129=28,52,476.38/- (exclusive of GST)

* PF contribution restricted to wages of Rs 15000/- per month

** If Minimum Wages is revised by GNCT of Delhi, the incremental wage will be provided by the Department.

