



राष्ट्रीय राजधानी क्षेत्र योजना बोर्ड
NATIONAL CAPITAL REGION PLANNING BOARD

प्रथम तल, कोर IV बी, / 1st Floor, Core IV B

भारत पर्यावास केन्द्र / India Habitat Centre

लोधी रोड, नई दिल्ली-110003 / Lodhi Road, New Delhi-110003

आवासन और शहरी कार्य मंत्रालय / Ministry of Housing and Urban Affairs

दूरभाष /Phone : 24642284, 24642287 फैक्स / Fax : 24642163

No. O-16021/1/2015/Estt. Vol.I.

Date: 10.04.2018

To,

Sub:- Quotation for Manpower contract for cleaning and sweeping services, Multi-tasking office workers, Drivers, Pantry boy/Dish Washer boy, Safai Karamchari and Data Entry Operators in the office of National Capital Region Planning Board.

Sir,

NCR Planning Board is an Autonomous Body constituted through an Act of Parliament in the year 1985 under the aegis Ministry of Housing and Urban Affairs. The Board requires cleaning and sweeping services, General duty workers (Peon), Drivers, Pantry boy/Dish washer boy, Safai karmchari and Data Entry Operators on annual contract, as per the following details:-

S.No.	Name of Services	Number of services required
1	Staff Car Driver (Semi-Skilled)	Two
2	Auto Driver (Semi-Skilled)	One
4	Pantry Boy/Dish washer boy (Un-skilled)	One
5	Safai Karamchari (Un-skilled)	Two
6	Data Entry Operators (Clerical & Supervisory Staff)	Five

Interested firms/Companies are requested to submit their quotation in the prescribed format for deploying above mentioned Services. The sealed envelope addressed to **Member Secretary, NCR Planning Board, Core-4B, 1st Floor, India Habitat Center, Lodhi Road, New Delhi 110003** should be dropped in the tender box kept in the Board's office not later than **02:00 PM** on **01.05.2018**. Firms will be required to furnish Earnest Money (refundable) of Rs.10,000/- (Rs.Ten Thousand only) in the form of Demand Draft in favour of "**National Capital Region Planning Board**" payable at New Delhi along with quotations. Complete tender documents with terms and conditions can be downloaded from the Board's website: ncrpb.nic.in., CPP - Portal. Quotations received after the last date or conditional will be liable to be rejected.

Yours faithfully,

(Davinder Kumar)
Assistant Director (Admn.)

National Capital Region Planning Board
Core-IV B, 1st Floor, India Habitat Centre
Lodhi Raod, New Delhi-110003.
Tel: 011-24642284, 24642287

No. O-16021/1/2015/Estt. Vol.I

Date:- 10.04.2018

TENDER NOTICE

Sub:- Quotation for Manpower deployment contract for cleaning and sweeping services, Multi-tasking workers Drivers, Pantry boy, Safai karmchari and Data Entry Operators in the office of National Capital Region Planning Board (NCRPB).

Sealed tenders are invited from eligible, experienced and interested firms for providing **cleaning and sweeping services, general Duty workers Drivers, Pantry Boy/Dish washer Boy, Safai karmchari and Data Entry Operators** in the office of NCRPB. The contract period will be valid for a period of one year which may be extended subject to the terms and conditions attached therewith. The bidder/interested firms should have experience as mentioned in the terms and conditions enclosed.

2. The sealed tenders with separate Technical and Financial bids filled in the specified proforma shall be kept in another sealed envelope. The envelopes containing Technical and financial bid and also the main envelope in which Technical and Financial bids are kept must be super scribed "Tender Multi-Tasking for annual job contract for **cleaning and sweeping services, Multi-Tasking Drivers, Pantry boy, Safai karmchari and Data Entry Operators** in the office of NCRPB.
3. The envelope containing Technical and Financial bid shall be submitted in the Office of National Capital Region Planning Board at Core-IV B, 1st Floor, India Habitat Centre, Lodhi Road, New Delhi-110003 during office working hours up to 14:00 Hrs on 01.05.2018.
4. The Technical bids shall be opened in the office of NCRPB by a Committee constituted for this purpose. The financial bids of only those tenderers shall be opened who meet the criteria of Technical bids.
5. Complete tender documents can also be downloaded from the Board's website: ncrpb.nic.in.
6. Tenders received after the closing date and time shall not be considered under any circumstances.
7. The competent authority in NCRPB reserves the right to accept or reject any/all tenders without assigning any reason thereof.

Eligibility Criteria

1. The firms/companies/agencies should have Registered/Branch Office in Delhi/ NCR.
2. The bidder should have at least three years' experience in providing **cleaning and sweeping services, Multi Task workers Drivers, Pantry boy, Safai karmchari and Data Entry Operators** in Ministries/Departments of Govt. of India/Public Sector Undertakings/ Autonomous bodies etc.
3. The bidder should have at least two running contracts of providing for **cleaning and sweeping services, general Duty workers Drivers, Pantry boy/Dish Washer Boy, Safai karmchari and Data Entry Operators** with Ministries/departments of Central Govt. /Public Sector Undertakings, Autonomous bodies /Private Sector of repute as on date of closing of tender.
4. The bidder must be registered with EPF, ESIC and Service Tax/Income Tax department and GST registration for supply of manpower.
5. The bidder should not have been blacklisted by any Government organization /Public Sector Undertakings/ Autonomous bodies /Private Sector of repute. A self-attested-certificate on the letter head to this effect should be enclosed with the Technical bid.
6. The successful bidder shall provide a list in each category of person's along with their name, address, age, qualifications and experience etc. to shortlist. The NCRPB if required, may call eligible persons from amongst the list for interview to judge their suitability for the job.

Evaluation Criteria -Technical Bids

1. The tender must be accompanied by an Earnest Money Deposit (EMD) of Rs.10,000/- (Rupees ten thousand only) in the form of Demand Draft/Pay Order from a scheduled bank drawn in favour of "National Capital Region Planning Board" and payable at New Delhi. It shall remain valid for a period of Three months. The tender not accompanied with EMD shall be rejected summarily. 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 performance security deposit. No interest is payable on the EMD.
2. All entries in the Technical bid in the proforma at Annexure 'A' should be legible and filled up clearly. No overwriting or cutting is permitted in financial bid. However, cuttings, if any, in the Technical Bid must be initialled by the person authorized to sign the technical bids. Conditional bids will not be considered and will be rejected outright.
3. Tender which is incomplete in any form will be rejected outright.
4. The bidder shall submit following documents with Technical Bid:
 - (i) Copy of EPF Registration certificate.
 - (ii) Copy of ESIC Registration certificate
 - (iii) Copy of GST Registration certificate.
 - (iv) Copy of PAN number.
 - (v) Indemnity Certificate to the effect that the firm is not blacklisted.

- (vi) Copies of experience certificate/work order with Central Govt. departments/Public sector undertakings/Autonomous bodies /Private Sector of repute for the last three years.
- (vii) Earnest Money Deposit (EMD of Rs.10,000/- in the form of Bank Draft/Pay order drawn in favour of "National Capital Region Planning Board" and payable at New Delhi.
5. The bidder at all times should indemnify NCRPB 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; Delhi Shops and Establishments Act as per latest amendments or any other law relating thereto and rules made there under from time to time. NCRPB will not own any responsibility in this regard.
6. No bidder will be allowed to withdraw after submission of the Technical bids, otherwise the EMD submitted by the bidding firm would stand forfeited.

Evaluation Criteria - Financial Bids

1. The bidder shall follow the minimum wages rules of Delhi Govt. (applicable for the month of **May 2017**) and should quote per worker rate on monthly basis including all the Service Tax, vat /any other taxes (Wherever applicable), Service charges etc. in the proforma of financial bids at **Annexure 'B'**.
2. The rates of minimum wages (as notified from time to time) shall be applicable in respect of un-skilled, Semi-Skilled and Skilled categories and clerical & supervisory staff.

Other terms & Conditions

1. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. A list of such persons along with their police verification report should be submitted within 15 days of award of contract.
2. The bidder shall deal with and settle the matters related with worker unions and shall make sure that no labour disputes/problems are referred to NCRPB. It shall totally indemnify NCRPB in this regard.
3. In case the successful bidder declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
4. The successful bidder will have to **deposit a Performance Security Deposit @ 6% of annual contract value by way of Fixed Deposit Receipt (FDR)/Bank guarantee from a commercial bank in favour of "National Capital Region Planning Board" and payable at New Delhi** and valid for 60 days beyond the expiry of period of one year contract. In case of extension of contract, fresh Performance Security Deposit will have to be deposited.
5. The successful bidder will have to commence the work within 10 days of award of contract. Otherwise the contract will be cancelled and EMD will be forfeited.
6. The salary of the workers should be paid by the 7th day of the following month for which the wages have become due and should be paid directly to contractual staff. The successful bidder will have

to furnish the detail of salary paid, ESI, EPF etc. to the workers with the monthly bill along with their signature.

7. The contract shall be valid for a period of one year and may be extended on the same rates terms & conditions subject to satisfactory performance. The contract may be curtailed/ terminated earlier owing to deficiency in service or substandard quality of manpower deployed by the selected firm/agency/ company. The NCRPB reserves the right to increase /decrease the requirement of workers on the basis of actual requirement.
8. If a person deployed is absent on a particular day or comes late/leaves early on three occasions, one day's wage shall be deducted. However, no habitual late comer would be allowed to work and it will be the responsibility of the contractor to provide a substitute. For this purpose the monthly wage shall be divided by 30.
9. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited by NCRPB besides annulment of the contract.
10. Staff deployed by the agency shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the Board's property/person.
11. The bidder shall provide for following manpower, the actual number of each type of manpower shall be indicated in the work order issued to successful bidder:-

Sl. No.	Manpower Description / Nature of duty	Required qualification and experience etc.
1.	Staff Car Driver (Semi – Skilled)	Matriculates but not Graduates with valid driving license for driving of light vehicle and Two years' experience of driving vehicles.
2.	Auto Driver (Semi – Skilled)	Matriculates but not Graduates with valid driving license for driving of light vehicle and two years' experience of driving auto.
3	Pantry boy/ Dish Washer Boy (Un- Skilled)	Non matriculates, should be able to clean and maintenance of crockery and utensils and kitchen appliances as well as pantry. Can serve neatly tea /coffee /food and any other eatable item etc in the meetings.
4	Safai karmchari (Un- Skilled)	Non matriculates, should be able to cleaning, washing and swabbing of the office premises with water and detergent covering all floors wall, pantries, reception area, and other path and approaches to the said office/ building with brooms and vacuum cleaner as required. Dusting and cleaning of all furniture, electronic and electrical items walls doors windows curtains, venetian blinds, notice board flower vases objects notice board and machines etc. of the Board.

5	Data Entry Operators (Clerical & Supervisory staff)	Should be Graduate and above, Knowledge of computer, typing, maintenance of files etc, and office work.
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12. Each page of the tender document should be signed and stamped by bidder in acceptance of the terms and conditions laid down by NCRPB.
13. If the work of the contractor is not found satisfactory, NCRPB reserves the right to terminate the contract at any time without assigning any reasons and the decision of the NCRPB will be final and binding on the contractor. The competent authority of NCRPB reserves the right to reject all or any tender whole, or in part, without assigning any reason.
14. Payment will be made on monthly basis in the succeeding month on submission of bill along with challans of EPF, ESI & Attendance Sheet, salary paid with signature of personnel deputed.
15. The agency should ensure to maintain the required number of manpower staff. In case any of the provided manpower is absent, the reliever of equal status shall be provided by the bidder. In case the agency **fails to provide a reliever of equal status, a penalty @ Rs.500/- per worker per day will be deducted** from the bill of the contractor in addition to the amount equal to the wages/salary of such absent workers.
16. NCRPB shall pay (OTA) as per NCRPB Rule/Govt. Rules to the agency against services taken of its personnel on any holiday (i.e Saturday/Sunday/Gazetted Holiday and beyond the duty hours).
17. All tendered rates shall be inclusive of all taxes and levies payable under respective statutes. However, pursuant to the Constitution (46-1 Amendment) Act, 1982), if any further tax or levy is imposed by Statute, after the last stipulated date for the receipt of tender including extensions if any and the contractor thereupon necessarily and properly pays such taxes/levies, the contractor shall be reimbursed the amount so paid, provided such payment, if any, is not, in the opinion of NCRPB (whose decision shall be final and binding on the contractor) attributable to delay in execution of work within the control of the contractor.
18. The contractor shall furnish the relevant documents regarding payment of such taxes/levies as and when NCRPB will require from time to time.
19. The contractor shall be responsible for the conduct integrity of his personnel and will be responsible for any act of omission and commission on their part. He will vouch for their character and integrity.
20. The contractor should submit proof of coverage under ESIC and opening of EPF Account in respect of all the manpower deployed for NCRPB and PF number along with the address should be provided by the agency to all the workers.
21. The successful tenderer shall solely be responsible for settling/resolving any dispute/claim of his/her personnel during the pendency of the Contract. No liability shall accrue to NCRPB under any circumstances even after expiry of the contract.
22. The contractor shall be responsible for payment of any compensation/settlement of any liability arising out to any death or injury caused to the persons employed by him for rendering the jobs

on contract under the agreement, either under the Workmen Compensation Act or any Act in force at that time.

23. The contractor shall not sub-let or sub contract any part of this contract job without the written consent of NCRPB. The contractor shall also be responsible for any act of omission or commission on the part of his workers. Any damage done/ caused to the existing structure/furniture/ fitting equipment by the workers of the contractor shall be got rectified by the contractor at his own cost or recovered from the contractor.
24. NCRPB reserves its right to get the contractual jobs done from any other party/person or agency if the contractor at any time fails to carry out the said job any day, the cost and the expenses incurred for getting the job done on account of such failure on the part of the contractor would be deducted from the payment due to the contractor. If contractor fails to provide the services under the contract for 15 days consecutively or otherwise the agreement shall stand terminated without any notice and in such case the contractor would be liable to compensate this Board for any losses caused to it due to the non-fulfilment of the contractual obligation.
25. Office furniture such as table, storage unit, walls, ceiling, doors, window, panes, laminated/polished/painted objects, Machines and equipment's electrical appliances and switches should be cleaned.
26. The wash boy will clean the pantry, utensils and attend to all work related to pantry.
27. The driver shall be responsible for cleaning the vehicle as well.
28. Once in a month the marble flooring will be polished with wax.
29. Material required and used for cleaning etc., will be adequately supplied by the NCR Planning Board.
30. Service provider will have to take care of the Board property so that it will no harm.
31. Service provider will comply with the provision of minimum wages act.
32. Service provider will have to monitor the employees. If some employee is on leave the provider Should send another person to Board office. If substitute is not available then deduction on daily basis (working day) will be made as a penalty.
33. Employees sent by the contractor/Service provider will have to wear uniform while in office.
The cost of uniform and maintenance will be borne by the contractor.
34. Rates quoted in Financial Bids should be valid for 60 days.

Annexure A

APPLICATION - TECHNICAL BID

For providing Manpower in National Capital Region Planning Board Core-IV B, 1st Floor, India Habitat Centre Lodhi Road, New Delhi-110003.		
1	Name of tendering Manpower Service Provider	
2	Details of the EMD	
	(i) Amount Rs.10000/-	
	(ii) Draft No. & Date	
	(iii) Issuing Bank	
3.	Name of Proprietor/Director	
4.	Full address of Registered Office	
	Telephone No.	
	Fax No.	
	Email address	
5.	Full address of operating/Branch Office	
	Telephone No.	
	Fax No.	
	Email address	
6.	Banker of the Manpower Service Provider	
	Name of the Bank	
	Name of the Branch	
	Telephone No. of Banker	
7.	PAN No. (attach copy)	
8.	GST No. (attach copy)	
9.	Service Tax Registration No. (Attach copy)	
10.	EPF Registration No. (attach copy)	
11.	E.S.I. Registration No. (attach copy)	
12.	Other statutory requirements	

12. Give details of the major contracts handled by the tendering Manpower service provider during the last three years in the following format (if the space provided is insufficient, a separate sheet may be attached):

S.No.	Name of client, address, telephone & fax no.	Manpower Service provided		Amount of contract	Duration of Contract	
		Type of manpower provided	No.		From	To

Additional information, if any (attach separate sheet, if required)
Signature of authorized person.

Date:
Place:

Name:
Seal:

Annexure -B

PRO FORMA FOR FINANCIAL BID

The composite Rate per person/per month for normal 8½ hours duty five days a week (Monday to Friday):-

Sl No	Particulars	Rates per Services				
		Staff car Driver (Semi – Skilled)	Auto Driver (Semi – Skilled)	Pantry boy (Un-Skilled)	Safai Karamch ari (Un-Skilled)	Data entry operator (Clerical & Supervisory Staff)
1	Basic pay : Rs.					
2	ESI : Rs.					
3	EPF : Rs.					
4	Service Tax : Rs.					
5	Agency Service Charges (Per person) : Rs.					
6	Any other statutory provisions : Rs.					
	TOTAL :Rs.					

Signature of authorized person

Date:

Name:

Place:

Seal: