

(Notice inviting tender)

File No. 1-Estt(Div.1)/Housekeep/2017

Government of India Bureau of Civil Aviation Security MIAL project office, Block-I, Near New Terminal T-2, Next to Hyatt Hotel, Sahar Road, Sahar, Mumbai-99.

OPEN TENDER – NOTICE NO.

Annual contract for Housekeeping services in Bureau of Civil Aviation Security MIAL project office, Block-I, Near New Terminal T-2, Next to Hyatt Hotel, Sahar Road, Sahar, Mumbai-99.

The various crucial dates relating to the Tender are cited as under :

Published Date & time	08 th May, 2017 (06:00 PM)
Bid Document Download Start Date & time	08 th May, 2017 (06:00 PM)
Bid Submission Start Date & time	08 th May, 2017 (06:00 PM)
Bid Submission Closing Date & time	30 th May 2017 (04.00PM)
Bid Opening Date & time	02 nd June, 2017 (04.00PM)

**File No. 1-Estt(Div.1)/Housekeep/
Government of India
Bureau of Civil Aviation Security
Office of Regional Director (CA)
MIAL project office,Block-I, Near New Terminal-T2
Next to Hyatt hotel, Sahar Road, Sahar, Mumbai-99**

Dated: 8.5.2017

OPEN TENDER

Sub: Annual contract for Housekeeping services in Bureau of Civil Aviation Security (BCAS), MIAL project office, Block-I, Near New Terminal T-2, Next to Hyatt Hotel, Sahar Road, Sahar, Mumbai-99.

Online bids are invited on behalf of the President of India, under one cover system, from reputed, experienced and financially sound companies/firms/agencies fulfilling the qualifying criteria for providing housekeeping services to the **Bureau of Civil Aviation Security, MIAL project office, Block-I, Near New Terminal T-2, Next to Hyatt Hotel, Sahar Road, Sahar, Mumbai-99** (The office is likely to be shifted to AAI operational building, Parsiwada, Vile Parle (East) after some time. However , after shifting to new accommodation also, the existing rates, terms and condition of the tender will be valid.) initially for one year from the date of taking up of Housekeeping Services in pursuance of contract unless extended further by the Bureau, on the same terms and conditions. Manual bids shall not be accepted.

The Tender Document can also be downloaded from the website <http://eprocure.gov.in/eprocure/app> and from this Bureau's website <http://www.bcasindia.gov.in>

Earnest Money Deposti(EMD of Rs. 10,000/- (Rupees Ten thousand only) in the form of a demand draft drawn on a Nationalize Indian Bank in favour of RPAO, CAD, Mumbai will be deposited with Admn. Section, BCAS, Mumbai MIAL project office, Block-I, Near New Terminal T-2, Next to Hyatt Hotel, Sahar Road, Sahar, Mumbai-99 not earlier than 4.00 PM on 30th May 2017 and not later than 03.00 PM on 02nd June 2017.

The Bureau of Civil Aviation Security, reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Regional Director, BCAS, Mumbai in this regard shall be final and binding on all.

(B. S. Tiwary)
Regional Director

Bureau of Civil Aviation Security (BCAS)**TERMS AND CONDITIONS FOR HOUSE KEEPING SERVICES****SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS**

The Bureau of Civil Aviation Security located at MIAL project office, Block-I, Near New Terminal T-2, Next to Hyatt Hotel, Sahar Road, Sahar, Mumbai-99. requires reputed, well established and financially sound Companies/Firms/Agencies to provide housekeeping services in Bureau of Civil Aviation Security(BCAS).

1. The contract will be initially for one year from the date of taking up of Housekeeping Services. The period of the contract may be further extended **up to an additional period of one year on the same terms and conditions**. The contract may be curtailed/terminated at any time owing to deficiency in service or substandard quality of man powered employed by the selected Company/Firm/Agency or as per the requirement of BCAS. For such termination, one week notice will be given to the selected service providing Company/Firm/Agency.

3. The Companies/Firms/Agencies are required to submit self-attested photocopies of the following document as long with the application (Annexure-I), failing which their bids shall be summarily/out-rightly rejected and will not be considered any further:-

- a) Application (as per Annexure I)
- b) Registration certificate.
- c) Copy of PAN/GIR card.
- d) Copy of the Service Tax returns filed for the period, 2014-15 , 2015-16 and 2016-17
- e) Copy of the EPF and ESI Registration Letter/Certificate.
- f) Copy of the Service tax Registration certificate.
- g) Certified extracts of the Bank Account containing transactions during the last three years.
- h) **Certified documents of audited accounts for the period**, 2014-15 , 2015-16 and 2016-17
- i) Copy of the Income Tax returns filed for the period 2014-15 , 2015-16 and 2016-17
- j) Declaration as per format enclosed.
- k) Scanned copy of EMD.

4. The Bids shall be opened on the scheduled date, time and venue as prescribed above in the presence of the representatives of the Companies/Firms/Agencies, if any, who are present on the spot at that time. Only the bids fulfilling the conditions as laid down here in will be evaluated for selection.

5. The competent authority appointed by Regional Director reserves the right to annul any oral bids without assigning any reason.

6. The bidding Company/Firm/Agency should fulfill the following specifications:-

- a) The Registered Office of one of the Branch Offices of the Company/Firm/Agency Should be located in Mumbai.
- b) The Company/Firm/Agency should be registered with the appropriate registration authority.
- c) The Company/Firm/Agency should have at least three years' experience in providing Man power to Private Companies, Public Sector Companies, Bank or Government Organizations, etc
- d) The Company/Firm/Agency should have its own Bank Account.
- e) The Company/Firm/Agency should be registered with income tax and Service tax authorities.
- f) The Company/Firm/Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Act.

7. Scope of work

A. Areas to be covered

The following areas of BCAS office occupied by Bureau of Civil Aviation Security (BCAS) at MIAL project office, Block-I, Near New Terminal T-2, Next to Hyatt Hotel, Sahar Road, Sahar, Mumbai-99 will be covered under cleaning and maintenance of services:

i.	Common area (including area of tiles on walls, floors wherever exist) on the ground floor of MIAL project office occupied by Bureau of Civil Aviation Security(BCAS)
ii.	Glass panels and windows of rooms(from outside and inside)
iii.	staircases
iv.	21 cabins
v	Two conference and training halls
vi.	05 toilets
Vii.	Dusting of Tables/Chairs/Rakes and other items in rooms, washing of hand towels
viii.	Any other work as allotted

B. Working Hours

Working hours will be from 8.30 AM to 5.30 PM from Monday to Saturday. However one person shall be made available in office till 6.00 PM.

C. Scope of work

i. Job to be carried out twice daily (Cleaning of rooms, Galleries & toilets)-Monday to Friday

a. Dusting in rooms, wet mopping of rooms and balconies and washing of urinal pot, wash basin and wet mopping of toilet should be completed by 9.30 AM in morning and 3.00 PM in evening.

b. Similarly topping up of liquid soap and other toiletries should be undertaken once daily by 9.30 AM and 3.00 PM.

ii. Jobs to be carried out daily on every two hourly basis (Start from 8.30 AM) – Monday to Friday (i.e. 8.30. AM, 10.30 AM, 12.30 PM, 2.30 PM, and 4.30 PM)

(High Traffic areas - Common areas)

- . Wet mopping with phenyl, Cleanzo and Harpic.
- . Removal of waste papers, packing materials and any other rubbish/Garbage.

III. Jobs to be carried out weekly(Saturday)

. Complete cleaning/washing of the entire floor common areas including toilets and staircases by using vim/good quality cleaning material.

. Dusting of walls, ceiling from top downwards.

Removal of cobwebs and cleaning of switch boards (electrical and telephones etc), water cooler, tube lights etc.

. Cleaning of glass panels and windows(outside and inside)

. Polishing of floors, sanitary/water fixtures, wall tiles, name plates etc.

D. Labour and Materials to be provided by Agency

i. Labour : Adequate manpower will be deployed by the contractor for the job.

The minimum manpower to be deployed at BCAS shall be 03 workers. The manpower specified above is the bare minimum to cover the areas and scope of work, as mentioned above.

ii. Material and equipments

The Bureau of Civil Aviation Security(BCAS) shall approve the samples for the

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Consumables, well in advance. The service provider should use best quality or brand (which shall be ISI marked wherever applicable). Consumables will not be paid for by this Bureau. Cost of consumables for which separate amount will not be paid should be quoted in appropriate column at the BOQ.

E. Other terms and conditions

1. Attendance report of all the staff deployed at BCAS, Mumbai shall be given to Assistant Director (Admn) every day.
2. All staff shall wear proper uniforms(to be provided by service provider) as approved by the Bureau, both for summer and winter seasons and shall wear ID card, while on duty.
3. No manpower other than those duty shall be allowed to stay in the premises during the specified working hours. The service provider shall be responsible for the watch and ward not only of his/her stores but also of the fitting fixture in the common areas in the building.
4. All requirements under various statutory laws including relevant Labour Act must be complied with by the Service Provider. Any default will be the liability of the service provider and the service provider shall be liable to reimburse any amount paid by the Bureau by way of default, interest and penalty. The service provider shall undertake to furnish all the details as and when asked for by the Bureau. The service provider will also maintain the relevant records of all payment made by the service provider and will produce to the satisfaction of the Bureau immediately when asked for.
5. Before taking up the contract the service provider will give details of the employees who shall work at the BCAS, Mumbai premises. Any change will be informed to this office immediately. The service provider shall be responsible for the good conduct/behavior of the workers deployed by the service provider.
6. The service provider will be responsible for supply of garbage bags, for collecting garbage from core and common areas of the BCAS premises and disposal outside at sites designated by BMC for this purpose. The material so collected will be screened/checked by the Security personnel of CISF.
7. Earnest Money Deposit(EMD of Rs. 10,000/- (Ten thousand only) in the form of a demand draft drawn on a Nationalized Indian Bank in favour of RPAO, CAD, Mumbai will be deposited with Admn. Section, BCAS not earlier than not earlier than 4.00 PM on 30th May 2017 and not later than 03.00 PM on 02nd June 2017.
8. Performance Security Deposit shall be furnished immediately on acceptance of the contract. The security deposit shall be in the form of Demand draft of any Nationalized bank drawn in favour of RPAO, CAD, Mumbai.
9. The performance security Deposit will be refunded only after successful completion of the contract. No interest however be paid. The contract may be cancelled/terminated for reasons to be recorded in writing and after giving due opportunity of hearing to the contractor.
- 10, In case of non compliance of terms and conditions of contract as detailed above, the contract will be terminated and Performance security Deposit will be forfeited.
11. In case of any dispute arising between the contractor and the Bureau of Civil Aviation

Security(BCAS) or any constituent being party to the contract, the sole authority for settlement of such disputes, will rest with the Arbitrator appointed by Bureau of Civil Aviation

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Security(BCAS).

12. TDS and other taxes as applicable will be deducted from each bill.

13. The Assistant Director of the Bureau of Civil Aviation Security(BCAS) will have right to ask for disbursement of the salary in his presence as per Minimum Wages Act.

14. The selected agency shall immediately provide a substitute in the event of any person not attending the office at BCAS. **The delay by the agency in providing a substitute beyond three working days shall attract a Penalty@Rs. 200/- per day on the service providing agency.**

15. If it is found that due to any reason (Whatsoever it may be) any areas is not covered or any of the operation/function/duties connected with the job of cleaning & general maintenance is not done/discharged properly and satisfactorily, recovery at the following rates shall be made from the Service provider's bill :

a.	For failure to clean toilets	Rs.100/- per toilet, per day
b.	For failure to clean corridor areas	Rs.200/- per floor, per day
c.	For failure to clean staircase	Rs.100/- per floor, per day
d.	For each employee not wearing uniform & ID card	Rs. 100/- per day

16. Weekly performance of the service provider will be observed by the Bureau of Civil Aviation Security(BCAS) officials entrusted with supervision of particular units.

17. (a). Bill shall be submitted at the end of each month (in triplicate) along with certificates for satisfactory performance from the user sections/officers in support of having performed the job of cleaning and sweeping in this office premises. This certificate will be counter signed by the Assistant Director/DDO.

(b) The payments shall be made on conclusion of the calendar month only on the basis of number of working days for which duty has been performed by each person provided by the firm. The agency shall raise the bill, in triplicate, alongwith attendance sheet (duly verified by Assistant Director, BCAS, or any authority designated by Regional Director in respect of persons deployed and submit the same to the Admn. Section, BCAS, in the first week of succeeding month

(c) The claims in bills regarding Employees State Insurance, Provided Fund and Service Tax etc.. should be necessarily accompanied with documentary proof pertaining to the concerned month's bill. A requisite portion of the bill/whole of the bill amount shall be held up till such proof is furnished, at the discretion of the Bureau.

(d) The firm shall grant minimum, wages to their employees as revised by Govt. of Maharashtra from time to time. The present rates of contract shall continue for the minimum period of one

year. Due to subsequent revisions, in case of difference between the quoted rates and the minimum wages, the higher of the two shall be payable.

18. The contract can be terminated with one-month notice, if during the tenure of the contract the performance is not found to be satisfactory and in this regard the decision of the HOO will be final and binding on the service provider.

19. Failure by the service provider to comply with any statutory requirements during the period of contract shall result in termination of the contract and subsequent disqualification for participation in any future tender in the Bureau.

20. If any time during the period of contract, it comes to the notice of the Bureau that the service provider has misled the Bureau by way of giving incorrect/false information, which has been material in the award of contract to him/her, the contract shall be liable for termination besides other legal action which may be initiated against him/her under law.

21. The Bureau reserve the right to terminate the contract with immediate effect without any notice if in its opinion, the firm has failed to discharge any of its obligations stipulated. Further, during the period of suspension of operation due to reasons of strike, lock-out, natural calamities and/or other unforeseen circumstances, this Bureau may have to terminate the contract unilaterally and or amend, abridge, modify the terms thereof during such period.

22. Upon termination of contract for any reasons what so ever, the firm shall remove its men forthwith from the Bureau premises, failing which the firm shall be held responsible for any damage loss etc for the same.

23. Under no conditions the contractor shall appoint any Sub contractor . If this is done the contract shall be terminated without any notice.

24. The standard of sanitation shall always be to the satisfaction of authorized representative of this Bureau whose decision in this regard shall be final and binding to the contractor. In case of fault, the BCAS may get the improvement done at the cost of the agency.

25. Notwithstanding any provision or any of the standard clauses of the agreement department shall be at liberty to terminate the agreement by giving one week notice if the performance of the contractor is found unsatisfactory and nothing shall be payable as compensation on account of such termination. The decision of the authorized representative of BCAS will be final and binding to the contractor.

(BS Tiwary)
Regional Director

Annexure-I

Application for providing Housekeeping Services to Bureau of Civil Aviation Security

1. Name of company/Firm/Agency _____
2. Name of Proprietor/Director of Company/Firm/Agency _____
3. Full address of Registered Office _____

Tele.no: _____
FAX no: _____
E-Mail Address _____
4. Full Address of Operating Branch _____

Tele.no: _____
FAX no: _____
E-Mail Address _____
5. Banker of Company/Firm/Agency _____
(Full Address)
Telephone Number of Banker _____
6. PAN/GIR No. _____

7. Service Tax Registration No. _____
8. E.P.F. Registration Number _____
9. E.S.I. Registration Number _____

1. Financial turnover of the Company/Firm/Agency for the last 3 financial years.

Financial Year	Amount (Rs.Lakh)	Remarks if any
2014-2015		
2015-2016		
2016-2017		

(Attach copies certified by auditors of audited accounts for the above period)

Give details of the major similar contracts handled by the Company/Firm/Agency during the last three years in the following format:

Sl.No.	Details of client along with address, telephone numbers	Amount of Contract (Rs.Lakh)	Duration of Contract From	Duration of Contract
1.				
2.				
3.				

Signature of authorized person

Name _____

Seal _____

DECLARATION

1. _____ Son/Daughter/Wife of Shri/Smt _____ signatory Of the agency/firm mentioned above is competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and under take to abide by them:
3. 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 tender at any stage besides liabilities towards prosecution under appropriate law:

Signature of authorized person

Full Name _____

Seal _____

Date :

Place:

Annexure-II**APPLICATION-FINANCIAL-BID (FOR Reference Only) – The actual bid needs to be submitted separately along with tender application)**

1. All the housekeeping staff deployed in this Bureau will be paid their wages on monthly basis(By Cheque in time) by the Company/Firm/Agency and the photocopies of disbursed cheque will be submitted in this Bureau.
2. Rates are to be quoted in accordance with the Minimum Wages Act, as applicable in Mumbai, Maharashtra.
3. Bidders are requested to quote their bids only in rupees and any other Bid like percentage, etc. shall be considered invalid.

(IN RUPEES ONLY)

Sl.No.	Component of minimum Rate base don minimum wage and EPF rates, etc, at present Subject to revision by govt.from time to time .	Amount(Rs.) per Housekeeping member
1.	Monthly wages per housekeeping member	
2.	Employees Provident Fund Employer's Contribution along with Administrative Charges, <u>etc.@13.36%</u> of 1 above(The rate will be calculated as per the prevailing rates at the time of opening Bid	The actual bid needs to be Uploaded online in the Provided BQQ Template
3	Employees State Insurance (I) Employer's Contribution @4.75% of 1 above (The rate will be calculated as per the prevailing rates at the time of opening of Bid)	
4	Any other liability (please indicate)	
5	Contractor's Administrative Services Charges(in rupees only)	
6	Service Tax liability @15% on the total of 1 to 5 above	
7	Charges for material/Consumables	

8	Total amount payable per housekeeping member(total 1 to 7 above)	
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***Regardless of higher qualification of any housekeeping member, the rate as per successful bid rate will be payable subject to any change as per Note 2 below.**

Notes:

1. The rates quoted by the tender should be inclusive of all statutory/taxation liabilities at the time of entering into the contract.
2. The rates to be quoted in Row 1 should be equal to or more than the minimum wages prescribed by the Minimum Wages Act, as applicable in Maharashtra, Mumbai. The rates revised by the Government of Maharashtra, Mumbai from time to time shall be applicable. Due to subsequent revisions, in case of difference between the quoted rates and the minimum wages, the higher of the two shall be payable.
3. The payment shall be made on the conclusion of the calendar month only on the basis of Number of working days for which duty has been performed by each housekeeping member. All the housekeeping member deployed in this Bureau will be paid their wages on monthly basis(By Cheque in time)by the Company/Firm/Agency and the photocopies of disbursed cheque will be submitted in this Bureau.
4. In case of any payment involving parts of a month, the amount shall be calculated as follows:-
 - (i) Daily rate = Monthly Rate/26
 - (ii) The amount payable is equal to daily rate X total no. of day since the period (excluding Sundays)
5. If any service provider quotes Administrative service charge (in Col.5 above) as Zero/nil/blank, it shall not be treated as a valid quote and shall summarily result in dismissal of the financial bid even if the service provider otherwise is technically qualified.
6. In all the Rows, the figures are to be quoted per housekeeping member on a monthly basis. The rates indicated in any other unit like daily/hourly/weekly etc. shall be treated as invalid.
7. The offer shall be evaluated as per the total amount indicated in Row8, Payment shall be made after suitable rounding off in the total amount arrived by multiplying the rate per housekeeping member and the number of housekeeping members supplied.

8. In case of more than one eligible bidders, the manpower shall be equally distributed, among the eligible bidders. In case clear division is not possible, the remainder will be distributed at the rate of one housekeeping member to each of the firms with the highest turnover 2016-17 in decreasing order

(B S Tiwary)
Regional Director

