

NATIONAL GREEN TRIBUNAL  
CENTRAL ZONE BENCH,  
3<sup>RD</sup> FLOOR, SOOCHNA BHAWAN, ARERA HILLS  
BHOPAL-462011

NOTICE INVITING TENDER (NIT) UNDER LIMITED TENDER ENQUIRY FOR CONTRACT  
OF SANITATION AND HOUSE KEEPING SERVICES AT CENTRAL ZONE BENCH, 3<sup>RD</sup>  
FLOOR, SOOCHNA BHAWAN, ARERA HILLS BHOPAL-462011.

NIT No. NGT/CZB/05/2013/38

DATED: 15<sup>TH</sup> JANUARY 2018**1. GENERAL**

Offers/quotations are invited under limited tender enquiry by National Green Tribunal, CENTRAL ZONE BENCH, 3<sup>RD</sup> FLOOR, SOOCHNA BHAWAN, ARERA HILLS BHOPAL-462011 for Sanitation and Cleaning House Keeping Services for a period of one year under which the agency awarded the contract shall provide trained personnel (01 Safai Karamchari) for Sanitation and Housekeeping of the floor, equipments, materials, as specified in the SCOPE OF WORK (Annexure-II) in office premises as per following schedule:-

i	Closing Date & Time for submission of tender/ quotation	05.02.2018	at 12.00 P.M.
ii	Opening of tender/ quotation	05.02.2018	at 3.00 P.M.
iii	Earnest Money Deposit	2%(Two percent) of total	

**2. DOCUMENTS ACCOMPANYING NIT:-****Contents of documents.**

2.1. The Tender Invitation Document has been prepared for the purpose of inviting tenders for providing Sanitation and Housekeeping Services. This is accompanied by:-

- (a) Tender form for providing Sanitation/House Keeping services (Annexure-I)  
(b) Scope of Work (Annexure-II)

2.2 The bidder is expected to examine and study all instructions, Forms, Terms and Conditions in the tender document. Failure to furnish all information required in the Tender document or submission of a tender not responsive to the Tender document in any respect will be at the bidder's risk and may result in rejection of his bid.

2.3 The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender document.

**3. Clarification of NIT:-**

In case the bidder has any doubt about the meaning of anything contained in the NIT document, he may seek clarification from the Registrar, CENTRAL ZONE BENCH, 3<sup>RD</sup> FLOOR, SOOCHNA BHAWAN, ARERA HILLS BHOPAL-462011 (Tel no. 0755-2575680).



**4. ELIGIBLE BIDDERS:-**

- 4.1 Must have been providing similar services for at least last three consecutive years.
- 4.2 In the alternative to 4.1 above agency submitting the bid should have the experience of similar works within the preceding three years in any of the Departments/Autonomous Institutions/Universities/Public Sector Undertakings of the Government of India or State Government or Public Sector Banks or Local Bodies/Municipalities.

**5. QUALIFICATION OF THE BIDDERS:-**

5.1. The Bidder, to qualify for award of contract, shall submit a power of attorney authorizing the signatory of the bid to commit each member of the Partnership/Consortium/Joint venture/Company; except in the case of an individual or sole proprietary concern.

5.2 (a) Memorandum of Understanding shall be provided in case the Bidder comprises of Joint venture/Consortium/Partnership/Company.

(b) Nomination of one of the members of the partnership, consortium or joint venture to be in charge of the services and such authorization shall be covered in the power of attorney signed by the legally authorized signatories of all members of consortium/joint venture/partnership firm/company;

(c) Details of the intended participation by each member shall be furnished with complete details of the proposed division of responsibilities and corporate relationships among the individual members.

5.3 The bidder shall submit full details of his ownership and control or, if the Bidder is a partnership, joint venture/company or consortium, full details of ownership and control of each member thereof.

5.4 Bidder or members of a partnership, joint venture/company or consortium shall submit a copy of PAN Card issued under Income Tax Act.

5.5 Bidder must submit copies of all eligibility documents required, duly self-attested, along with technical bid of the tender.

5.6 Each Bidder (each member in the case of partnership firm/joint venture/consortium/company) and his associate, if any is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of the contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission has been or will be paid and that the tender price will not include any such amount. If the Principal Employer or any authorized representative on his behalf subsequently finds to the contrary, the Principal Employer reserves the right to declare the Bidder as non-compliant and declare any contract if already awarded to the Bidder to be null and void.

5.7. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of India. Such conduct will result in the rejection of bid, in addition to other punitive measures.



**6. ONE BID PER BIDDER:-**

Each bidder shall submit only one tender either by himself or as a partner in a firm or joint venture or as representative of a company or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participates in more than one bid, the bids are liable to be rejected.

**7. VISIT TO DEPARTMENT:-**

The bidder, if his tender is accepted, shall be obliged to provide sanitation and housekeeping services to the premises and is therefore advised to visit and acquaint himself with the area and operational system. It shall be deemed that the bidder has undertaken a visit to the premises and is aware of the operational conditions prior to the submission of the Bid.

**8. SUBMISSION OF BIDS:-**

**8.1. Language.**

The bids and all accompanying documents shall be in English or Hindi. In case any accompanying documents are in other languages, it shall be accompanied by an English translation. The English version shall prevail in matters of interpretation.

**8.1** Bidder shall include the cost of consumables and maintenance and repair charges of equipment, if any used by the service provider for sanitation services. The bidder shall also take into account cost of machinery/equipments required for undertaking the task assessing the numbers commensurating with the scope of work.

**8.2.** The Form of Bid shall be completed in all respects and duly signed and stamped by authorized and empowered representative of the Bidder. If the Bidder is a company/ partnership firm, consortium or a joint venture, the Form of Bid shall be signed by a duly authorized representative of each member of participant thereof. Signatures on the Form of bid shall be witnessed and duly dated. Copies of relevant power of attorney shall be attached.

**8.3** The documents comprising the bid shall be typed or written in indelible ink and all pages of the bid shall be signed by a person or persons duly authorized to sign on behalf of the bidder. All pages of the bid, where entries or amendments have been made, shall be signed by the person or persons signing the bid.

**8.4 Currencies of Bid and Payment:-**

The Bidder shall submit his price bid/offer in Indian Rupees and payment under the contract will be made in Indian Rupees.

**8.5 Duration of Contract:-**

The contract shall be valid initially for a Period of **one year** and the Registrar, NGT, CZB, Bhopal reserves the right to curtail or to extend the validity of contract on the same rates and terms and conditions for such period as may be agreed to.

**9. Bid Opening and Evaluation:-**

**9.1.** The authorized representatives of the Registrar, NGT, CZB, Bhopal will open the Bids in the presence of the Bidders or of their representatives, who choose to attend at the appointed date and time.

**9.2** The bid of any bidder who has not complied with one or more of the conditions will be summarily rejected.



### 9.3 Right to accept any Bid and to reject any or all Bids:-

9.3.1. The Registrar, NGT,CZB,Bhopal is not bound to accept the lowest or any bid and may at any time by notice in writing to the bidders terminate the tendering process.

9.3.2. The Principal Employer may terminate the contract if it is found that the agency is black listed on previous occasions by any of the Departments/Institutions/Local Bodies/Municipalities/Public Sector Undertakings etc or had given false information or suppressed material information.

### 10. Award of Contract:-

10.1 The Registrar, NGT,CZB,Bhopal will award the contract with the approval of the Principal Bench, NGT to the successful evaluated bidder who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding/tender document.

10.2 The Registrar, NGT,CZB,Bhopal will announce the name and particulars of the successful bidder and also communicate to the successful bidder by letter transmitted by Registered/Speed post that his bid has been accepted. This letter (hereafter and in the conditions of contract called "Letter of Offer") shall prescribe the amount which Principal Employer will pay to the Service Provider in consideration of the execution of work/services by the Service Provider as prescribed in the contract.

10.3 The successful bidder shall be required to submit a letter of acceptance of the offer and also furnish receipt of "Letter of Offer".

### 11 TERMS AND CONDITIONS OF CONTRACT

11.1. The execution of cleaning and housekeeping shall be undertaken through uniformed and trained personnel .

11.2. The cleaning and housekeeping works are to be carried out as per highest standards/norms and in such manner that entire premises is always kept neat and clean and is ready for usage positively by 09.30 am daily.

11.3. The manpower engaged must be trained in management of bio degradable matter, also so that waste disposal is carried out in totally safe manner without affecting the environment as per pollution control norms.

11.4. It shall be the sole responsibility of the service provider that the personnel engaged are trained in the task assigned and the Principal Employer will not be liable for any mishap occurring on account of act of commission or omission on part of such personnel and their supervisors.

11.5. All the consumables and disposables required for cleaning and housekeeping are to be provided by the service provider, and be eco friendly and of good quality.

11.6. Mechanized equipments, in optimum number, will be arranged by the service provider.

11.7. The cleanliness will be periodically checked by Principal Employer or any person (s) authorized by him to gauge level of cleanliness and the service provider must abide by the instructions in this regard from time to time. The areas of concern would include:

- (i) Shine level, presence of dust, Paan and Gutka stains, spillage of water or other liquids, bird droppings etc. on floors, tiled and glass walls, doors, windows or stairs, etc.;
- (ii) Dust or cobwebs etc. on ceiling, window grills etc.;



(iii) Finger or palm marks, dust and gutka stain on glass panes of windows or doors and mirrors;

(iv) Dirt marks, dust, dryness and odour/stench in Wash-basin, WC, floors etc. in toilets/bathrooms and drains.

11.8. (a) In case any of service provider's personnel(s) deployed under the contract is (are) absent, a penalty equal to double the wages of number of sanitation staff absent on that particular day shall be levied by the Principal Employer and the same shall be deducted from the service provider's dues.

(b) In case any of service provider's personnel deployed under the contract fails to report in time and service provider is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned shall be levied.

(c) In case any public complaint is received attributable to misconduct/misbehaviour of service provider's personnel, penalty of Rs.500/- for each such incident shall be levied and the same shall be deducted from service provider's bill. Further the concerned service provider's personnel shall be removed from the premises immediately.

11.9. In case the service provider fails to commence/execute the work as stipulated in the agreement or performs unsatisfactorily or does not meet the statutory requirements as indicated in contract, the Principal Employer reserves the right to impose the penalty.

11.10. The service provider shall ensure that the personnel to be deputed for the awarded work are always subjected to constant control & supervision (including by surprise checks) by trained supervisory staff, deputed by service provider.

11.11. The Principal Employer reserves the right to cancel or reject all or any of the tender without assigning any reason.

11.12. Every employee so engaged by the service provider shall wear uniform and a badge bearing his/her name, while on duty. The said uniform and badge shall be provided by the service provider at his own cost.

11.13. The service provider shall engage personnel who are physically fit and so certified by Qualified medical practitioner, and shall not be less than 18 years of age and more than 50 years.

11.14. The staff engaged by the service provider shall be available all the time as per their duty roster and they shall not leave their place of duty without the prior permission of the authorized officer of the Principal Employer.

11.15. The service provider shall be responsible to provide immediate replacement to take place of any staff engaged by him, who is not available for duty at the place of posting and such other additional staff as may be required for additional area for which prior information has been given.

11.16. The service provider shall be similarly under an obligation to replace the machinery/equipments in case of defects/disrepair.

11.17. The service provider shall abide by and comply with the statutory requirements of labour laws including Labour Act, Minimum Wages Act and Contract Labour (Regulation & Abolition) Act 1970, ESI, EPF Act etc. with regard to the personnel engaged by him for housekeeping and sanitation work. It will be the responsibility of the service provider to furnish details and particulars of manpower deployed by him to the Principal Employer and to the Labour department and keep it updated incorporating changes, if any, from time to time.

11.18. The Principal Employer shall have the right to ask for the removal of any person of the service provider, who is not found to be competent or orderly in the discharge of his duty.

11.19. The personnel deployed have to be extremely courteous with very pleasant mannerism in dealing with the Staff/visitors, especially with ailing, aged, infirm female staff/visitors and should project an image of utmost discipline. The Principal Employer shall have the right to have any person removed in case of litigant/advocate/staff/visitor complains of misbehavior as decided by representative of



the Principal Employer if the person is not performing the job satisfactorily or otherwise. The service provider shall have to arrange the suitable replacement in all such cases.

**11.20.** The service provider shall not engage any sub-service provider or transfer the contract to any other person in any manner.

**11.21.** The antecedents of staff deployed including temporary or substitute shall be got verified by the service provider from local police authority and an undertaking in this regard shall be submitted to the Principal Employer who may call for compliance reports from the service provider.

**11.22.** The service provider will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official (s) of the Principal Employer. While raising the bill, copy of the deployment particulars of the personnel engaged during each month, must be submitted.

**11.23.** The service provider shall give a certificate regarding payment of wages to each personnel whose services are utilized as per rules and laws in force, before receiving the payment for the period beginning with Second month for each succeeding month.

**11.24.** All liabilities arising out of injury or death of personnel suffered accidentally or otherwise deployed by service provider while on duty shall be borne by the service provider.

**11.25.** The service provider shall be responsible to properly maintain all property and equipment of the Principal Employer entrusted to it. Any damage or loss caused by service provider's personnel to the Principal Employer, in whatever shape or manner, would be liable to be recovered from the service provider by deduction from monthly bill.

**11.26.** The service provider and its staff shall take all necessary precautions to preclude from loss, destruction, waste or misuse the areas of responsibility given to them by the Principal Employer and shall not knowingly lend to any person or company any of the effects of the Principal Employer under its control.

**11.27.** The sanitation staff engaged by the service provider shall not accept any gratification or reward in any shape except whatever is lawfully due to him by the service provider.

**11.28.** The payment of dues by Principal Employer to service provider would be made at the end of each succeeding English Calendar month based on the actual number of the personnel supplied by the service provider and upon submission of the documentary proof attested by the authorized representative of Service Provider and verified by the authorized representative of Principal Employer. No other claim on whatever account shall be entertained by the Principal Employer.

**11.29.** In the event of any loss occasioned to the Principal Employer, as a result of any lapse on the part of the service provider, the said loss shall be liable to be made good by deduction from the dues of the service provider.

**11.30.** The service provider shall ensure that its personnel shall not at any time, without the consent in writing of the Principal Employer divulge or make known any information, accounts matter or transaction undertaken or handled by the Principal Employer.

**11.31.** Any liability including all expenses/fines arising out of any litigation including those in consumer courts due to any act of omission or commission on the part of service provider's personnel shall be borne by the service provider.

**11.32. Force Majeure:-**

If at any time during the currency of the contract, either party is subject to force majeure, which can be in the nature of civil disturbance, riots, tempest, Act of God etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The performance of any obligations under the contract



shall be resumed as soon as practicable after the event has come to an end or ceased to exist.

**11.33.** If the service provider is a joint venture / consortium / group / partnership / company of two or more persons, each of them shall be jointly and severally liable to the Principal Employer for the fulfilment of the terms of the contract. Such person shall designate one of them to act as leader with authority to sign. The composition of joint venture / consortium / group / partnership/company shall not be altered without the approval of the Principal Employer.

**11.34.** Each of such personnel shall abide by discipline and security measures enforced by Principal Employer including prohibition against photography.

**11.35.** The decision of the principal employer about levy of fine/penalty or recovery of any amount from the service provider shall be final and binding.

**11.36.** The service provider shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The service provider shall submit copies of acknowledgments evidencing filing of periodical returns and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the service provider in respect thereof.

**11.37.** The Principal Employer will deduct from the dues of the service provider Income Tax at source under Income Tax Act at the prevailing rates.

**11.38 Policy for usage of sustainable cleaning/environmental friendly Green Chemicals.**

- a. Inventory of cleaning products used by the outsourcing agency may be maintained.
- b. As per the recommendations of Green Chemicals Association, the minimum 30% ratio of Green Chemicals may be maintained.
- c. There should be safe handling and storage of cleaning chemicals used for cleaning the building.
- d. Policy for the solid waste and management (Recyclables, metals, plastic, e-waste, paper waste, kitchen waste and landscape area waste) may be followed.

**11.39. Dispute Resolution:-**

- (a) Any dispute and/ or difference arising out of or relating to this contract shall be referred for adjudication to Chairperson, National Green Tribunal, Principal Bench, Faridkot House, New Delhi.

  
15/11/18  
(Sanjay Shukla)  
Registrar

National Green Tribunal,  
Central Zone Bench, Bhopal  
Tel no. 0755-2575680



## ANNEXURE-I

OFFICE OF THE NATIONAL GREEN TRIBUNAL, CENTRAL ZONE BENCH, 3<sup>RD</sup> FLOOR  
SOOCHNA BHAWAN, ARERA HILLS BHOPAL -462011.

TENDER FORM FOR PROVIDING SANITATION AND HOSUEKEEPING SERVICES.

Affix duly  
Attested P.P. Size  
recent colour  
Photograph of the  
bidder/  
Authorized  
Representative

1. NIT No. NGT/CZB/05/2013/dt :15.01. 2018
2. Please specify as to whether bidder is individual/  
company/firm/joint venture/consortium/sole  
proprietary \_\_\_\_\_
3. Name, address of Bidder and Telephone numbers. \_\_\_\_\_  
\_\_\_\_\_
4. If the bidder is other than an individual or sole proprietary firm, names of all  
Directors/partners, with their addresses and telephone  
numbers. \_\_\_\_\_
5. Name, Designation, Address and Telephone No. of authorized  
signatory \_\_\_\_\_
6. Registration No. of the Bidder \_\_\_\_\_
7. Service Tax Registration No \_\_\_\_\_
8. Provident Fund Account No. \_\_\_\_\_
9. ESI Number \_\_\_\_\_
10. License number under \_\_\_\_\_  
Contract Labour (Regulation & Abolition)  
Act, 1970 if any.
11. PAN No. issued by Income Tax Department \_\_\_\_\_
12. Declaration of Turnover of previous three Financial Years  
\_\_\_\_\_  
\_\_\_\_\_
13. Description of similar works undertaken with in preceding three year (Please  
specify the department which has awarded the work, cost of the work and period  
for which  
undertaken) \_\_\_\_\_  
\_\_\_\_\_
14. Details of ISO Certifications(if any) \_\_\_\_\_
15. Any other information: \_\_\_\_\_  
\_\_\_\_\_

(Signature of the bidder)  
Name and Address with seal

## Declaration:

- i) This is to certify that I/We before signing this tender have read and fully  
understood all the  
terms and conditions contained in the NIT and undertake  
myself/ourselves to abide by the same.
- ii) This is to certify that the information given herein above is  
true/correct and nothing material has been concealed & withheld  
therefrom.

List of Documents attached



(Signature of the bidder)  
Name and Address with seal

## ANNEXURE-II

OFFICE OF THE NATIONAL GREEN TRIBUNAL,  
CENTRAL ZONE BENCH,  
3<sup>RD</sup> FLOOR SOOCHNA BHAWAN,  
ARERA HILLS BHOPAL -462011.

SCOPE OF WORK

The service provider shall provide the sanitation and housekeeping services and shall ensure hygienic atmosphere and clean environment in the National Green Tribunal, CZB, Bhopal. Without prejudice to the generality of the above, the duties and responsibilities of the staff provided by the service provider shall include the following:-

1. All the covered area including all rooms, corridors, stair-case associated bathrooms and toilets of Premises on floors and open areas and terrace including overhead water tanks. Cleaning of floor areas, facade vertical finishes (walls), Roof and False ceilings, Glass areas, doors and attached fixture, windows with attached fixtures and frames, , railings, mirrors aluminium grills, pillars, curtains, blinds, slabs, cabinets, almirah with attached fixtures, etc.
2. Washing and cleaning and maintenance of Indoor and Outdoor decorative plants, flower pots, cleaning and maintenance of pots.
3. Emergency plumbing works pertaining to water supply, distribution and checking of leakages etc.
4. Sanitation of bathrooms and toilets including supply of necessary items like liquid soap, naphthalene balls, room fresheners, Toilet papers etc. to maintain hygienic atmosphere .
5. Cleaning and maintenance of all the drains within the compound of the Premises.
6. Cleaning of dustbins and removal/disposal of collected garbage to an approved location, clearance of segregated bio-degradable and non degradable waste as per the prescribed norms for disposal.
7. Pest control, mosquito control including winged pests, larva control and rodent control of the entire campus of the Court Complex in all covered and open areas.
8. Cleaning of all equipments available in the rooms including telephone sets and accessories, computers and accessories, furniture, signage boards, notice boards, switch boards, Air-Conditioners, etc. with dusting or wet mopping or vacuum cleaning, as may be necessary.
9. Cleaning of all lighting, indoor as well as outdoor, and electrical fixtures.
10. Cleaning of drinking water coolers, water filters, Desert coolers, etc.
11. Cleaning of fire-fighting equipments, CCTV etc.
12. Cleaning of all miscellaneous equipments as available or provided from time to time.
13. Cleaning of furniture, carpets, etc. with modern gadgets.
14. Any such other area as may be specified by the Principal Employer, from time to time.



Sl no.	Description	Nos. of person daily	Charges in Rs.
i	Safai Karamchhari	One	



*(Signature)*  
10/11/18  
(Sanjay Shukla)  
Registrar  
NGT, CZB, Bhopal