

**Shri Kashi Vishwanath Temple Trust
(SKVT)**



TENDER DOCUMENT

**For providing House Keeping Services at Shri Kashi Vishwanath Temple
area, Varanasi**

CONTENTS OF TENDER DOCUMENT

Section No.	Description of contents	Page No.
I	General instructions for bidders	3
II	Scope of Work	6
III	Minimum Eligibility Criteria for the service provider	8
IV	Terms and Conditions	9
V	Bidder Details Form	13
VI	Financial-Bid-Format	14
	Annexure I	15

SECTION-I

GENERAL INSTRUCTIONS FOR BIDDERS

Varanasi is the Cultural Capital of World which is popularly termed as City of Music by UNESCO. Shri Kashi Vishwanath Temple is dedicated to Lord Shiva. It is one of the 12 holiest Shiva Temple termed as Jyotirlingas. Every years Millions of pilgrim's visits to Varanasi and take blessings of Shri Kashi Vishwanath. The website of SKVT is www.shrikashivishwanath.org.

1. The contract for providing the aforesaid Housekeeping Services is likely to commence from 01st September 2018 and would continue till 31st August, 2020. The empanelment shall be for **an initial period of two years**, which can be extended by one more year with mutual consent. The contract may be curtailed/ terminated before the contract period, interilic owing to deficiency in service or substandard quality of services by the empanelled agency etc. as may be specified in the contract to be signed between the parties. The CEO, SKVT, however, reserves right to terminate this initial contract at any time after giving one month's notice to the selected Service Provider with or without assigning any reasons. Where a contract is terminated by SKVT on account of the defaults committed by the agency, it shall have the right to award the contract to any other agency at the cost, risk and responsibilities of contractor and excess expenditure incurred on account of this will be recovered by SKVT from his Security Deposit or pending bill or by raising a separate claim.
2. The various crucial dates relating to **“Tender for Providing Housekeeping Services to the SKVT”** are cited as under:

(a)	Date of Issue	
(b)	Pre-Bid Clarification meeting	30-08-2018
(c)	Last Date and time for submission of Tender Document	03-09-2018
(e)	Opening of Bids	05-09-2018
(g)	Likely date for Award of Contract	05-09-2018
(h)	Likely date of Commencement of deployment of required manpower	06-09-2018

3. The tender has been invited under **Two bid system i.e., Technical and price bid**. The interested agencies are required to submit the price bid in a separate sealed envelope super scribing

“Technical Bid for Providing Housekeeping Services to SKVT”

“Price Bid for Providing Housekeeping Services to SKVT” along with the

required documents as mentioned in the Section-II. All these are to be kept in a sealed envelope super scribing “**Tender for Providing Housekeeping Services to SKVT**”.

Bids received in any manner other than as prescribed above are liable to be rejected summarily.

4. The Earnest Money Deposit (EMD) of 25,000/- (**Rupees Twenty-Five Thousand Only**), refundable (without interest) to unsuccessful bidders, should be necessarily accompanied with the price bid of the service provider, in the form of Demand Draft drawn in favour of Shri Kashi Vishwanath Temple Trust, Varanasi, failing which the tender shall be rejected summarily. In the event, the successful bidder fails to sign the agreement with SKVT for provision of services as sought in the tender, subsequent to its bid being accepted, the EMD is liable to forfeited.
5. The bid of the bidders who submit their bid in the proper format and with the required EMD (unless exempted category) only will only be evaluated. The bids of the non-conforming bidders shall be rejected without evaluation. The bidders who are eligible based on the eligibility criteria will only be further evaluated as per the criteria mentioned in the Section-IV.
6. Any conditional bids received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder and shall not be evaluated.
7. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Price Bid Form. In such cases, the tender shall be summarily rejected.
8. The bids shall be opened on the scheduled time and date as per schedule mentioned in para 5 in SKVT’s Office located at Varanasi, in the presence of the representatives of the Manpower Service Providers (restricted to two persons from the side of each bidder), if any, who wish to be present on the spot at that time.
9. The Price Bid of only those bidders will be opened whose bids have been found technically eligible as per the criteria mentioned in the Section II. All eligibility conditions have to be satisfied on the respective dates specified in such condition and not on a later date.
10. The Competent Authority of the SKVT reserves the right to annul all bids or discontinue this tender process, without assigning any reason, at any time prior to signing of agreement with the successful bidder.
11. When any proposal is submitted pursuant to this RFP, it shall be presumed by SKVT that the bidder has fully ascertained and ensured about its eligibility to render service as a Manpower Service Provider, in the event of the same being selected ultimately to act as such, under the respective governing laws and regulatory regime and that there is no statutory or regulatory prohibition or impediment to acting as such Manpower Service Provider and it has the necessary approvals and permissions and further suffers no disability in law or otherwise to act as such.

12. SKVT reserves the right to vary/alter/amend the eligibility criteria for the Housekeeping Service Provider at any time, in its discretion, before the last date of submission of proposals.
13. The Service providers shall comply with and abide by such directions that SKVT may issue from time to time.
14. The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documents received within the stipulated times shall become the property of SKVT and will not be returned.
15. Once the SKVT notifies the successful bidder that its proposal has been accepted, SKVT shall enter into separate agreement with the successful bidder and the terms and conditions of provisions of service etc shall be specified therein.
16. Any matter relating to the appointment of Housekeeping Service Provider or the procedure for the appointment of Housekeeping Service Provider shall be governed by the Laws of Union of India. Disputes, if any arising under the said process shall be subject to the exclusive jurisdiction of courts at Varanasi. Any disputes arising after the signing of the agreement shall be resolved in the manner as mentioned in such agreement.

SECTION-II
SCOPE OF WORK

The details of the area for Housekeeping Services to be provided is as mentioned below:

In Scope Carpet Area and Gali for the current tender is as below

S.No	Area/Mohalla/Galli	Approx. Total Square Meter Area
1	Gali No-1 Gyanvapi Gate No 4 to Gate No 1	200
2	Gali No 2 - Gate No 1 to Bansfatak Main Road	400
3	Gali No 3 - Dedhsi Pull/Singh Dwar to Gate No 1	400
4	Gali No 4 – Dedhsi Pull to Tripura Bhairavi till Saraswati Gate no 2	200
5	Gate No 2 to Rajbandhu Sweets till Manikarnika Dwar	100
6	Manikarnika Dwar to Khoya Gali till Gate No 4	150
7	Vishwanath Gali to Kalika Gali Mandir	100
8	Main Gyanvapi Parisar	250
9	Gate No 1 to Gate No 2	200
10	Brahmeshwar Mandir Gali to Kalika Gali	100
	Dashashvemegh Ghat to Tripura Bhairavi Tiraha	200
	Dedsi Pull to Tripurabhairavi Saraswati fatak Gate no 2	400
11	Toilets (Ladies and Gents) Approximate 4	
	Total Square Meter Area (approx.)	4000

Housekeeping services will be comprehensive in nature relating to all areas within the premises and shall include the following:

- a) Sweeping, Cleaning and wiping of floors of different types including carpet surfaces, Staircases, corridors, lobbies, signages. Temple timings need to be considered for Cleaning and Garbage disposal activity.
- b) Cleaning and dusting of entire area required with dry/wet cloth, feather brush and duster.
- c) Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors, and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc.

- d) Replenishing toiletries including, Liquid soap, toilet rolls/GRD air freshener and tissue boxes after daily check-ups in the morning, afternoons and on call basis during daytime.
- e) Maintenance of Proper registers/records for the jobs carried out on daily, weekly and monthly basis.
- f) The contractor has to supply all the necessary consumable items, equipment, tools, tackles of approved make including supplying labour, supervisors and materials for daily, weekly and monthly activities as per terms and conditions, and as directed to the entire satisfaction of the representative of SKVT.

Jobs to be carried out Daily – in Three Shifts:

- Sweeping, Cleaning, vacuuming and wiping of floors of different types including carpet surfaces, Staircases, corridors, lifts and lobbies, meeting areas, cabins etc.
- Acid Cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Restock toiletries, which include Liquid hand soap, toilet paper, air freshener, and Sanitary cubes and Naphthalene balls in toilets after daily check-ups in the morning, afternoons and on call basis during daytime.
- Removal of waste papers and any garbage and blockage/choking from the entire area covered under the tender. (Five times daily and as and when required).
- Cleaning of baskets, bins, and disposing off all the collected refuse at designated sites of Nagar Nigam on daily basis (Five times daily and as and when required)
- Spraying room Fresheners / Air Fresheners daily at regular intervals in the queue area.
- The bidder has to provide workforce in sufficient numbers to maintain the premises as required and to the satisfaction of the C.E.O SKVT.
- The bidder shall, however, survey the area and make assessment of the manpower requirement on its own to maintain the premises as required by SKVT. A Housekeeping supervisor has to be deployed by the agency who will be single point of Contact for SKVT for all the housekeeping related matters as prescribed in this contract.

SECTION-III

MINIMUM ELIGIBILITY CRITERIA FOR HOUSEKEEPING SERVICE PROVIDER

The SKVT has set up minimum eligibility criteria for the bidding purposes. All bidding parties must meet following criteria before they apply for the bid. The bidding parties meeting the criteria must enclose their supporting documents along with the proposal.

Minimum Eligibility Criteria:

SINo.	Criterion	Documents to be provided
1	The entity should be either registered as a Company under Companies Act 1956/2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 as the case may be and should be in existence for not less than Three years before 31/03/2018 as a company or firm as the case may be. Bids of Sole proprietorship firms or those which are not in existence for 3 years as mentioned above shall not be considered at all	<p>Certificate of Incorporation in respect of the applicant organization issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act.</p> <p>I. Certificate of Commencement of business.</p> <p>II. Certificate consequent to change of name, if applicable.</p>
2	Tenderer should have a minimum turnover of Rs.25 lakhs each in last three exclusively from housekeeping services/ facility management services. For this purpose last financial year would be considered as the one ended on 31.03.2018 and not any later period.	Turnover Certificate issued by the statutory auditor of the company, for housekeeping services / facility management services.
3	Tenderer should have provided similar services to at least one Private/Government clients/ PSU/ Public Sector Companies / Banks / Central and State Governments during last three years.	Certified documents/Agreements in support of past contracts with Private/Govt./PSUs/Others establishments.
4	They should be registered with Income Tax and GSTN departments.	<p>I. Attested copy of PAN/GIR Card</p> <p>II. Attested copy of GSTN Tax registration certificate in respect of Housekeeping Services.</p>
5	They should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other Labour authorities including under the Contract Labour (Regulation and Abolition Act).	<p>Attested copy of the Employee Provident Fund registration letter / certificate.</p> <p>Attested copy of the Labour License under the Contract Labour (Regulation & Abolition) Act.</p> <p>Attested copy of Employee State Insurance registration letter/certificate.</p>
6	The agency or any of its partners/directors etc. should not have been black listed/debarred by any of the government agencies or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any labour laws etc by any court or any authority appointed to enforce any labour laws or regulations.	Self-Declaration in the format in Annexure-I

SECTION-IV
TERMS AND CONDITIONS

1. The contract shall commence from 01.09.2018 and shall continue till 31.08.2020 unless, it is curtailed or terminated by C.E.O, SKVT inter alia owing to deficiency of service, sub-standard quality of manpower deployed, breach of contract and/or as provided under the contract including. Non-compliance with any relevant labour laws or change in requirements of the SKVT or for any other reasons as stipulated in the contract to be entered into with successful bidder.
2. The contract shall automatically expire on 31.08.2020, unless extended further by the mutual consent of contracting agency and SKVT for another period of one year on the same terms and conditions or with some additions / deletions / modifications, as mutually agreed between the parties.
3. The contracting Service provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of C.E.O SKVT.
4. The bidder will be bound by the details furnished by him/ her to SKVT while submitting the tender or at subsequent stage. In case, any of such documents furnished if found to be false at any stage, it would be deemed to be a breach of terms of contract making him / her liable for legal action besides termination of contract.
5. The C.E.O SKVT reserves right to terminate the contract at any time after giving a one month's notice to the selected Manpower Service Provider with or without assigning any reason and shall be under no obligation whatsoever to continue the contract.
6. The Service provider must employ adult and skill labour only. Employment of child labour will lead to the termination of the contract.
7. The Tenderer shall engage reliable person after doing the proper character and police verification and other formalities, impose any conditions as per prevailing contractual labour law for such engagements, take any disciplinary actions against any such person or reward any such person for efficiency at work etc., at its sole costs, risks and responsibilities.
8. The contractors/agency's personnel shall follow and adhere to all procedures and processes as laid down by SKVT.
9. Working hours:
 - a. All the housekeeping services will be provided for Seven days a week including on intervening holidays.
 - b. Housekeeping staff deployed by the agency shall be required to work in for Seven days a week in Three Shifts from with half an hour lunch break. The manpower will also be called upon to perform duties on other holidays where required No extra charge will be paid for attending the office on such holidays.
10. For the manpower deployed, the agency will keep with them, their present and permanent address, education qualification details, specimen signature and two passport size photographs and furnish this details/information to C.E.O SKVT office, as and when required. The bidder will provide identity cards to the manpower deployed to work at SKVT.
11. The staff deployed by the agency will maintain office decorum. They will be courteous, polite, cooperative, in good health and character and be able to

discharge their responsibilities of housekeeping work. The bidders will verify the character antecedents before deploying any person at SKVT.

12. The agency will ensure that the services rendered by its deployed manpower are perfectly valid, legal and not in violation of any civil, criminal, labour, municipal or industrial law. SKVT stands indemnified for any default caused by the bidder in the discharge of housekeeping services. The agency shall deal with and settle the matters related with working conditions and sure that no labour disputes/problems are referred to SKVT or make SKVT a party to the same. It shall totally indemnify SKVT and its officers in this regard.
13. The agency would be under obligation to replace any manpower, whose conduct /performance health / habit is found to be unsatisfactory, at its own costs, risks and responsibilities immediately, with written intimation to SKVT.
14. The manpower deployed for housekeeping service will remain available at the place of their duty roster and would report to supervisor posted by the agency. The supervisor will ensure that tender specified manpower is available at the place of duty all times.
15. If SKVT finds that the tender specified manpower is not able to provide satisfactory service, the agency will have to provide additional hands without any increase in the monthly bill.

Checklist Maintenance:

16. Checklists has to be maintained for Toilets an, general cleanliness etc. would be under administration of the supervisor. He would sign the checklist after random physical inspection of these areas.
17. The agency will have to maintain an inventory of 100% of all consumable items at all times.
18. The agency will be responsible for any indiscipline, damage to equipment property and third-party liabilities caused by acts on part of its deployed manpower at SKVT premises for housekeeping services.

19. Statutory Requirements

- a. The agency shall comply with all central, local and state regulations and enactment pertaining to workmen and labour and SKVT shall have the right to enquire into and decide all complaints on such matters.
 - b. The agency shall adhere and pay all contributions, subscriptions, premium, fee and dues to statutory norms as per the law and as stipulated by SKVT and this includes Contract Labour (Regulation and Abolition) Act 1970, Shops and Commercial Establishments Act, The Employees Provident Funds and Miscellaneous Act 1952, The Employees State Insurance Act 1948, The workmen's Compensation Act 1923, The payment of gratuity Act, The payment of Wages Act 1936, The payment of Bonus Act 1965, The minimum wages Act 1948 etc., including modifications up to date of tender.
20. SKVT stands indemnified from any legal or financial issues the bidders may have with its deployed manpower for housekeeping services. SKVT also stands indemnified for any damages/personal injury/death caused to the deployed manpower in the discharge of bidder's contract with SKVT for housekeeping

services.

21. The agency is fully responsible for obtaining licenses, insurances of employees, transportation, payment of salaries / wages to all concerned in respect of this contract and the SKVT will not be responsible in any manner.

22. Compensation clause:

- a. The agency shall disburse the salary to its deployed manpower, inclusive of other allowance between 7-10 of every month.
- b. Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of agency's supervisor by SKVT and if no action is taken within

One hour, penalty of INR 75/- per day per complaint till the complaint is satisfactorily addressed is payable/ recoverable from the agency to SKVT as compensation.

- c. The housekeeping staff including supervisors must be in proper, full and clean uniform with name plates (badges) at all times failing which a compensation of Rs.100/- per day per person will be payable/recoverable from the agency.
- d. Agency shall ensure that the staff deployed by it does not wander here and there and sit idle in groups during working hours. Due Discipline will have to be maintained by the staff and they shall not hinder the working of other employees/staff. If any violation to aforementioned is found, a compensation of Rs. 100/- per worker shall be sought from the agency, for any instance observed of this kind.

23. The service provider shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to SKVT to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter failing which its payments are liable to be withheld and contract terminated, as may be deemed appropriate.

24. The SKVT reserves the right to withdraw / relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage for the smooth and timely provision of services.

25. Payment Terms

- a. Bills submitted will be processed and payment will be released within 30 days if found proper as per and subject to the provisions of the contract.
- b. Bills should consist of following documentary evidence for processing further:

- i. Complete attendance details with muster rolls as per the Labour Act.
 - ii. Original copies of bills of consumables for Housekeeping materials / equipment.
 - iii. All payments will be made subject to Tax Deduction at Source.
 - iv. No advance payment of any kind will be given by SKVT to the tenderer.
- c. In case of breach of any terms and conditions as specified in the contract and signed between the parties, the Performance Security Deposit of the Man Power Service Providers will be liable to be forfeited by the SKVT besides, annulment of the contract and other legal resource.

26. Award of Contract

- a. The finally short listed bidder L1 shall sign an agreement with SKVT within one week of such communication from SKVT failing which their EMD shall be forfeited and tender will be scrapped.

CRITERIA FOR EVALUATION OF BIDS:

27. The evaluation of the price bid will be considered of only those bidders who meet the eligibility Technical criteria as mentioned in the Section II of tender document and provide documentary proof in respect of the same.
28. SKVT may seek such clarification/information/document as may be required for it to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time, may entail cancellation of the bid of such bidder.
29. Bids shall be evaluated on the basis of lowest cost(L1)

SECTION-V
PARTICULARS OF THE BIDDER

The Bidder should furnish the details requested for in the format given below:

S. No.	Area of the details to be provided	Responding Firm's / Company Details to be provided		
I	Basic details			
1	Name of the Bidder			
2	Correspondence details of the Bidder: i. Address;	Corporate Address		
3	Telephone No & E-mail Address			
4	Contact person details (Name, Designation, Contact number etc.), to whom all references shall be made regarding this tender			
5	Details of ownership (Name and Address of the Board of Director, Partners etc.)			
6	Name of the authorized Signatory who is authorized to sign all the relevant documents	(Power of Attorney, if any to be submitted)		
7	Annual Turnover for last three years (INR Lakhs), (Documentary proof to be attached)	FY 2015-16		
		FY 2016-17		
		FY 2017-18		
9	DD number and date of the EMD submitted			
10	Name of the Bankers along with the branch(as appearing in MICR cheque)			
II	Details for registration under Companies Act, 1956			
11	Registration Number of the Bidder in case of company/LLP			
12	Place of registration			
13	Date of registration			
14	Product/service for which tenderer is registered			
15	Validity Period, if applicable			
III	Details for registration with appropriate authorities			
16	GSTN registration details(Registration number and details)			
17	PAN No.			

**Authorised Signatory
Name & Designation**

**Seal of the Company
Date**

SECTION-VI
FINANCIAL BID FORMAT

Name of Company –
Professional Fees

S.N.	Item Description	Lump Sump Monthly Cost (In Rupees)	
		Figures	Words
1	Monthly Professional fees for providing cleaning services including Consumables, Manpower and Equipments		
Total Monthly Fees (i)			

ii. Manpower Cost

S.N.	Item Description	Cost per Month (In Rupees)	
		Figures	Words
1	Monthly Charges of cleaning staff (Per person per month)		
Monthly Charges of cleaning staff (ii) (Per Person Per Month)			

Grand Total (in Figures) (i+ii) =

Grand Total (in words)

Note: Bidders are requested to note the following:

1. L1 will be arrived based on the total cost of Total Monthly Fees (i) and Monthly Charges of Cleaning Staff (ii)
2. All the details must be provided as per format.

All the rates must be quoted in INR

ANNEXURE-I
SELF-DECLARATION – NO BLACKLISTING

(Date)

Chief Executive Officer
Shri Kashi Vishwanath Temple Trust
Varanasi

Dear Sir/Madam,

Ref: Tender for Selection of Housekeeping Service Provider for SKVT

In response to the Tender Document for Selection of Housekeeping Service Provider for SKVT, I/ We hereby declare that presently our Company/ firm _____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm _____ is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission including violation of relevant labour laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be barred from bidding in future against any other tender.

Thanking you,

Yours faithfully,

Place:

Signatures_____

—

Date:

Name_____

Seal of the Organization_____