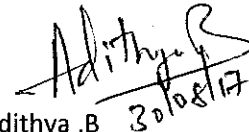


TERMS AND CONDITIONS

1. The office of the Additional Director General of Systems and Data Management, Bengaluru, may at its discretion, at any point of time during the validity of the contract, require the service provider to dismiss or remove from the site of work, any person or persons, employed by the service provider, who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements.
2. The service provider shall replace immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from the office.
3. The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work and their actions should promote goodwill and enhance the image of the Department. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him. He will also provide identity card and suitable uniform at his cost, so as to distinctly identify his personnel in the office and the same will be worn by the personnel at all times in the office.
4. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical knowhow, security arrangements, administrative, organizational matters, as all are of confidential / secret nature. In case, the Department comes to know about any such act done by the service provider's personnel, the office reserves the right to cancel the contract and in that case, the security deposit is liable to be forfeited.
5. The service provider's persons shall not claim any benefit / compensation / absorption, regularisation of services with office under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. An undertaking from the individual (whose services are hired from the service providers) persons to this effect will be required to be submitted by the service provider to this office.
6. The persons deployed by the service provider shall not have any claim to any "Master & Servant" relationship against this office.
7. The service provider shall ensure proper conduct of his persons in office premise and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
8. The transportations, food, medical and other statutory requirement under the various Acts / Government Regulations in respect of each personnel of the service provider will be the sole responsibility of the service provider.
9. The service provider shall comply with the statutory provisions of the Labour laws like minimum wages, bonus etc., and shall pay the personnel deployed, the minimum wages as per the relevant Act. Complying with the legal rules and regulations of the Central / State Govt. governing such housekeeping contracts would be the sole responsibility of the contractor.
10. The service provider shall furnish the bill (in duplicate) towards his services during the month in the first week of the following month. Evidences for ESI / PF benefits given to the employees should be furnished.
11. Income tax as applicable shall be deducted at source.

12. The service provider shall not sublet transfer or assign the contract or any part thereof to a third party without the prior approval of the Additional Director General of Systems and Data Management, Bengaluru.
13. The work performance should be satisfactory.
14. The service provider shall exercise proper supervision of the work turned out by the deployed persons by providing the services of a supervisor who will be stationed in the premises throughout the day.
15. For any damage occurred while carrying out the work, the contractor shall bear responsibility to fulfil it. Violation of the terms and conditions of the contract will be viewed seriously and legal action will be initiated against the contractor. In case of any absence of contractor's personnel, he should deploy other persons / manpower to undertake the housekeeping activities and ensure that the required work will be completed.
16. All cleaning material like brooms, mops, phenol, room freshener, naphthalene balls, buckets, soaps, cleaning acid, cleaning cloth, vim powder etc., will be provided to the contractor by the Department. Hence, the cost of those materials will not be inbuilt in the quotation.



Adithya .B

Assistant Director

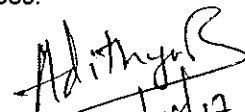
Directorate of Systems and Data Management
Bengaluru

Conditions to be fulfilled for Eligibility

1. The bidder should be a registered and well established housekeeping agency and should have a sufficient experience in rendering such services to establishments of Central / State / Public Sector Organisations. A list indicating the departments where the bidder has contract for housekeeping services along with supporting documents should be submitted with the bid.
2. The bidder should have a minimum turnover of Rs.2 Crore (Rupees Two Crore only) during the previous 3 (three) financial Years.
3. The persons deployed by the bidder should have sound medical fitness, well behaved and should be well experienced and trained adequately to handle any type of cleaning / housekeeping and other works entrusted to them by the Departments.
4. The persons deployed should have knowledge of the local language and should not be changed by the contractor without prior intimation to the designated officer of the department.

Documents to be submitted along with the Technical Bid

1. Profile of the company along with financial statements indicating the turnover of the company.
2. List of Government Sector / Public Sector / Private Sector / organisation wherein the bidder has undertaken such housekeeping services during the previous two years.
3. Certificate from clients for having satisfactorily completed the work of housekeeping.
4. Copies of PAN card, Service Tax Registration, Certificate of Registration with the Labour Department, registration with EPF/ESI Departments.
5. Earnest Money Deposit of Rs.10,000/- (Rupees ten thousand only) in the form of Demand Draft drawn in the favour of "The Pay and Accounts Officer, Central Taxes, Bangalore" should accompany the bid. The EMD shall be returned to all unsuccessful bidders and that in respect of the successful bidder shall be returned on furnishing of a Performance Guarantee Deposit equivalent to contract rates for one month.
6. Any other relevant information connected with such services.



Adithya .B 30/08/17

Assistant Director

Directorate of Systems and Data Management
Bengaluru

ANNEXURE-I

DETAILS OF WORK OR SERVICE TO BE PROVIDED BY THE CONTRACTOR

SCOPE OF WORK FOR HOUSEKEEPING STAFF (Office starts at 08.30 A.M)

1. General office sweeping and mopping;
2. Dusting and cleaning of office fixtures and furniture;
3. Sweeping and wet mopping of corridors with necessary disinfectant materials;
4. Dusting Office partitions and Almirah;
5. Waste collections from various areas inside the office;
6. Dusting and washing of Towels, napkins provided from office;
7. Filling up of wash liquid soap containers;
8. Cleaning of toilets with phenyl, deodorants, etc;
9. Stains, if any, on floors, sinks etc., shall be removed with chemicals;
10. Toilets should be cleaned as and when required (morning, afternoon and evening regularly);
11. Cleaning of vinyl surfaces, polishing of brassware articles, if any, in office premises;
12. Shifting of furniture/fixture if any as authorized by concerned authorities;
13. Any other work allied to the above may also be entrusted by the competent authorities from time to time.

SCOPE OF WORK FOR OFFICE ASSISTANTS

(Office hours from 09.00 A.M to 06.00 P.M on week days i.e., from Monday to Friday and on Saturday from 09.00 A.M to 01.30 P.M)

1. To ensure that the officers' room is hygienic and clean before the commencement of office hours;
2. Bring and serve water, beverages and lunch to the officers and also visitors if so desired by officers;
3. moving of dak/letters to the officer/official concerned;
4. Operating photocopier/ fax machine;
5. Preparing paper books/sets as directed;
6. Maintaining records in proper order;
7. Cleaning and dusting office fixture and furniture;
8. Attending the calling bell of officers in the absence of Havaldars;
9. Shifting of records and furniture as and when required;
10. Any other work as and when assigned;

ANNEXURE – II

The house keeping services shall be provided in the premises falling under the jurisdiction of "Additional Director General of Systems and Data Management, Central Revenue Building, Queens Road, Bangalore – 560 001".

The above office comprises of following areas:

- I) (a) Central Revenue Building (Main): -
Chamber of Additional Director General,
Personal Secretary's Chamber, situated at Ground Floor of C.R. (Main building).
- (b) 'B' Wing, Central Revenue Building: -
- 6th Floor**: 6th floor Room No.602, 603, 605 & 607, which are situated at VI Floor, CR Building.

Total = 182.06 Sq. Mtrs / 1959.67 Sq Ft (approx)

1 Square Meter = 10.7639104 Square Feet