

No.NGMA/BLR/HK/F.171/2016-17/ 4706

Dated: 01.01.2016

### **TENDER NOTICE**

The National Gallery of Modern Art, Bengaluru (NGMA Bengaluru) invites sealed tenders from reputed and established agencies for rendering **House Keeping Services** for the NGMA Bengaluru complex for a period of 1 (one) year extendable for one more year on satisfactory service by the agency and on mutual consent. The tender has been uploaded in the GOI Central Public Procurement Portal viz <http://eprocure.gov.in/cppp/>. Sealed tenders, superscribing on the envelope '**Tender for providing House Keeping Services**' along with earnest money of Rs. 20,000 (in a separate envelope) will be received up to 30.01.2016 (17.00 hrs). The Technical Bids will be opened on 01.02.2016 (15.30 hrs) in the conference room of the office in the presence of tenderers/their authorized representatives who would like to be present. Those who qualify in the Technical Bid will be informed of the date of opening of the Financial Bid. NGMA, Bengaluru reserves the right to accept or reject any tender without assigning any reason or to cancel the exercise without having to incur any cost to any party whatsoever.

Sd/-  
Director  
NGMA, Bengaluru

## **Tender notice for sealed two bid tender for House Keeping Services**

The National Gallery of Modern Art, Bengaluru (NGMA Bengaluru) invites sealed tenders from reputed and established agencies for rendering House Keeping Services for the NGMA Bengaluru complex for a period of 1 (one) year extendable for one more year on satisfactory services by the Agency and on mutual consent.

The intending tenderers should meet the following pre-qualification criteria:

The tenderers should have:

I - been in existence for at least 5 (five) years and have a minimum of 5 years experience in the field. (Enclose certificate from registered chartered accountant to this effect).

II- a minimum annual turnover (out of its House Keeping services) of **Rs. 40 lakhs** for each of the past 3 financial years. (Enclose certificate from registered Chartered Accountant indicating the turnover out of its House Keeping Services for the past 3 years).

III- Furnish Solvency Certificate from a scheduled bank for **Rs.15 lakhs** obtained after 1st January 2016.

IV- a current valid license under the Contract Labour (Regulation and Abolition) Act, 1970. (enclose a copy of the license).

V- executed at least two works of providing comprehensive House Keeping Services for an area of not less than 2 acres or 50,000 sq ft of built up area for a minimum period of **two** years in the last five years (enclose certificate from registered Chartered Accountant to this effect).

VI - Currently carrying out House Keeping Services of similar nature for at least 1 (one) large building of not less than 50,000 sq ft or area of not less than 2 acres. (Enclose certificate from registered Chartered Accountant along with attested certificates/testimonials related with this work from the clients with validity of the contract for a minimum period of 4 months as on date of tender submission).

VII- Tenderers should also submit copies of Memorandum and Articles of Association /Partnership Deed the audited Annual Report certified by Chartered Accountant for the last three financial years.

The tender shall be a two bid system comprising of “Technical Bid” and “Financial Bid”. The Technical Bids and Financial Bids in the enclosed prescribed proforma (together with supporting documents) shall be submitted in separate covers superscribing the nomenclature TECHNICAL BID and FINANCIAL BID respectively on the covers. The two covers of the Technical and Financial Bids will be put in a sealed cover superscribed “Tender for providing House Keeping Services”.

Tenders submitted without EMD will be rejected. The accepted Technical Bids will be evaluated and Financial Bids of only those who satisfy the prequalification norms will be opened for further evaluation. The Financial Bid of disqualified tenderers will not be opened and no enquiry on this account will be entertained. Decision of Director NGMA, Bengaluru will be final and binding on all tenderers. Pre bid clarifications can be obtained from the Administrative Officer, NGMA Bengaluru well before the submission of the tenders.

## Tender Schedule

1. Last date and time for receipt of tenders along with EMD of Rs.20,000: 30.01.2016 (17.00hrs)
2. Date and time of opening of Technical Bid : 01.02.2016 (15.30 hrs)

### A- GENERAL TERMS AND CONDITIONS

1. Issue of tender does not necessarily mean that the tenderer is an eligible party.
2. The 'Tenderer' and/or "Party" and/or Service Providers as used in the tender document, shall mean the one who has signed the tender form in response to the Tender Notice.
3. The individual signing the tender or other documents in connection with the tender must certify his/her signature as (a) sole proprietor of the firm or constituted attorney of such sole proprietor (b) constituted attorney of the firm if it is a company (c) authorized signatory of the firm.
4. Any tenderer giving the tender in different names will be disqualified and his tender will be rejected.
5. The tender forms submitted by the tenderer should contain all requisite information along with supporting documents.
6. The tenderer should be an established Agency/Firm dealing with the categories of works published in the Tender Notice or having infrastructural facilities including manpower in case of Service Provider. The agency must have a local office at Bangalore with a regular telephone at office and residence.
7. The tenderer shall have to submit a declaration stating that he/she is not a relative of any serving employee of the National Gallery of Modern Art, Bengaluru.
8. The tenderer shall give the official mailing address, phone, fax number, email address to which all correspondence shall be made by NGMA, Bengaluru. In case of change in address, the same shall be immediately intimated to the National Gallery of Modern Art (NGMA) Bengaluru.
9. Incomplete or conditional tenders will not be accepted and are liable to be rejected.
10. Tenders received by NGMA, Bengaluru after the given date and time will not be considered.
11. The tenderer will furnish, along with the tender form, earnest money of Rs.20,000 in the form of DD/Pay Order only, drawn in favour of OSD National Gallery of Modern Art, Bengaluru. The earnest money of the successful tenderer will be liable to be forfeited if the tenderer does not fulfill the terms and conditions or withdraws, impairs or derogates from the tender in any respect within the period of validity of the tender. ***Tenders without Earnest Money Deposit will not be accepted and are liable to be summarily rejected.***
12. Tenders not conforming to the requirements mentioned in the tender form will be rejected and no correspondence shall be entertained in this regard.
13. The tender form should be clearly filled legibly in ink or typed. The tenderer should quote the number, rates and amount tendered by him in figures as well as in words. Alterations/corrections illegibly attested by the tenderer shall disqualify the tender. The tender form should be signed by the tenderer himself. The forwarding letter should be signed along with quotations. Attested copies of the Registration Number of the Firm, License No. under Contract Labour (Regulation and Abolition) Act 1970, Provident Fund Account No. allotted by the Provident Fund Commissioner, ESI No., PAN No. allotted by the Income Tax Department and copy of the last Income Tax Clearance Certificate, Satisfactory Performance Certificate issued by the concerned agency(s) organizations where such type of works/jobs have been performed by the tenderer earlier shall also be enclosed.
14. The rates quoted should be inclusive of and in accordance with the provisions relating to Employees Provident Fund, ESI, Bonus, Uniform charges and minimum wages according to The Contract Labour (Regulation and Abolition) Act 1970. *The minimum Bonus payable shall be as per the Bonus Act under which minimum bonus at present is Rs. 3500 per annum which may be*

*revised from time to time. The EPF calculation shall be on the maximum wages (including VDA) limit as per the provisions of EPF Act which is Rs. 15000 per month.*

15. **For evaluating the quotations, the minimum value of material to be used for providing House-keeping services will be construed as Rs.18000/- per month and for garbage Segregation and disposal as per directives of the Government removal Rs. 2000 per month.**
16. The tenderer should take care that the rate and amount should be written in such a way that interpolation is not possible. Any column left blank would make the tender liable for rejection.
17. It will not be binding on NGMA Bengaluru to accept the tender in totality. It can be accepted in parts.
18. False information/documents provided for consideration will result in disqualification of the bidder.
19. The forwarding letter should clearly indicate the list of enclosures. Each document/page of the tender should be signed by the tenderer with seal of the Agency/Firm.
20. The Director, NGMA Bengaluru reserves the right to reject all or any tender without assigning any reason.

### **B-OTHER TERMS AND CONDITIONS**

1. The successful tenderer to whom the work is awarded (hereinafter called Agency) shall only deploy manpower whose ages are between 18-55 years.
2. The Agency shall be responsible to provide immediate replacement of any manpower, who is not available for duty at the place of posting, and such other additional staff as may be required for additional area of which prior information has been given.
3. (a) The Agency shall pay the minimum wages as per the Contract Labour (Regulation & Abolition Act) 1970 and the Minimum Wages Act and other labour laws for the staff deployed by them in the campus of the National Gallery of Modern Art, Bengaluru for carrying out the house-keeping services. The Agency shall also abide by all provisions of The Contract Labour (Regulation & Abolition) Act, 1970 and the Rules thereto. All wages and allied statutory benefits like Bonus, ESI, uniform, etc are to be paid by the Agency to the engaged persons. The Agency shall remain liable to the authorities concerned for compliance of the statutory provisions in this regard and will be liable for any contravention thereof.  
(b) The Agency shall make wage payments to the engaged manpower in the presence of the nominated person(s) of NGMA Bengaluru furnishing also the documentary proof of having paid the minimum wages to each of the manpower staff deployed by them in NGMA, Bengaluru.  
(c) The Agency shall provide documentary proof of having remitted the EPF & ESI contribution of the employer in respect of each of the staff employed in NGMA Bengaluru through a nationalized Bank in the succeeding month with the Bill.  
(c) The annual statement of accounts in respect of each employee issued by the Regional Provident Fund Commissioner will be furnished at the end of the financial year.
4. The National Gallery of Modern Art, will deduct Income Tax at source under section 194-C of the Income Tax Act 1961 as applicable for the Agency.
5. The Agency shall provide a non-judicial stamp paper of Rs.200/- for preparing the Contract Agreement.
6. **Performance Security Deposit:** The successful tenderer shall deposit a security deposit of Rs.1,50,000/- (Rupees One lakh fifty thousand only) by way of Bank Draft/Pay Order in favour of the OSD, National Gallery of Modern Art, Bengaluru for the due performance of the contract. In the event of any breach/violation of any terms and conditions contained herein by the Agency, the

said security deposit shall be forfeited in favour of GOI. No interest shall be paid by NGMA, Bengaluru on the earnest money deposit or security deposit. The Bank Draft/Pay Order shall be given within three weeks of the approval of the contract. The validity of the Bank Guarantee shall be for the period of the contract and beyond that by sixty days. In case of extension of the contract for another one year or part period, the Bank Guarantee shall have to be furnished afresh for the extended period and beyond that by sixty days.

7. The Agency shall not sublet the work to other Contractor/Agency/Firm after the award of the work. The engagement of services is purely on service contract basis. The staff deployed by the Agency shall be employees of the Agency for all intents and purposes and in no case, will any relationship of employer and employee exist between the NGMA, Bengaluru and the said manpower accrue implicitly or explicitly.

8. NGMA Bengaluru shall have the right to ask for removal/replacement of any employee of the Agency, who is not found to be suitable and orderly in the discharge of his duty.

9. The Agency staff shall carry out duties as are entrusted to them by the NGMA, Bengaluru from time to time.

10. Penalties: Lapses in service provided by the Agency will be viewed seriously and penalties will be imposed on the Agency:

(i) In case of failure to commence the service on the stipulated time/date, the EMD shall be forfeited.

(ii) In case of failure to carry out the service to the satisfaction of the NGMA, Bengaluru, NGMA, Bengaluru will be free to get the service done by other means at the cost and risk of the Agency.

(iii) Penalties will also be imposed for lapses on part of individual employees of the Agency. For example:

A. Worker on duty found not in uniform - Rs.150 per day per person.

B. Worker absent from duty - Rs.500 per day per person.

Quantum of penalty will be decided by Director, NGMA Bengaluru in each individual case and his/her decision shall be final and binding.

11. Performance Evaluation: The performance of the deployed persons will be evaluated by NGMA, Bengaluru on the basis of the reports received from the designated Officer of the NGMA, Bengaluru. If the performance of the Agency is not satisfactory, an amount, as decided by the competent authority, will be deducted from the payments to be released to the Agency. The quantum of amount to be decided by the competent authority is final and binding on the Agency. The personnel deployed for House Keeping work will work under the supervision of the officer designated by Director, NGMA, Bengaluru. Indisciplined/disobedient staff should be withdrawn and replaced immediately if the Director, NGMA/the designated Officer instructs the Agency to do so.

12. The Agency will extend full co-operation to the authorized representatives of the National Gallery of Modern Art, Bengaluru in their routine checks.

13. The Agency shall submit the list of persons engaged for the work to NGMA, Bengaluru along with the authentic documents of each of the persons who should obtain temporary pass for entry in the Campus and building duly signed by the designated Officer of NGMA Bengaluru.

14. The deployed persons have to perform duty of eight hours on all working days including Sundays and gazetted holidays. Accordingly, the Agency has to deploy the personnel by making suitable arrangements for providing weekly off to the personnel.

15. The Agency should get the verification of character and antecedents of each individual to be deployed through the local police, prior to his/her deployment in the NGMA Bengaluru. Proof of the police verification report must be submitted to the NGMA, Bengaluru.
16. The deployed persons should be in the prescribed uniform with name plate or badge which is to be provided by the Agency and approved by the NGMA, Bengaluru.
17. Payments to the employees will be made in front of authorized representative of NGMA, Bengaluru.
18. During the period of this contract, the Agency shall provide uninterrupted service to the entire satisfaction of the NGMA Bengaluru. The Agency shall constantly keep in touch with the NGMA Bengaluru regarding the service arrangements to be provided and abide by the instructions and directives issued by the NGMA, Bengaluru in this regard from time to time.
19. Contract Validity: The contract shall be initially valid for a period of one year that may be extended by an advance notice of 7 days at the sole discretion of the NGMA Bengaluru for a further period of one year on the same terms and conditions. The extension shall be based on the satisfactory performance of contract. The validity of contract comes to an end ipso facto by efflux of time unless otherwise renewed.
20. Termination Clause: The contract can be terminated with three months prior notice by the Agency and one month's notice by the NGMA Bengaluru. Notwithstanding the aforesaid if the Agency neglects or fails to carry out the contracted work, or is otherwise negligent in the performance of the contract or violates the provisions of The Contract Labour (Regulation & Abolition) Act 1970 or the provisions of the EPF or ESI Acts or any other law or statutory provisions, the NGMA Bengaluru shall have the right to terminate the contract forthwith and engage another supplier/service provider to carry out the work/services.
21. Arbitration: Disputes, if any, shall be referred to the sole Arbitrator who may be appointed with the consent of the both parties in accordance with the provisions contained in the Arbitration and Conciliation Act, 1996 and the rules thereunder and any statutory modifications for the time being in force shall be deemed to apply to the arbitration proceedings under this clause. The venue of the arbitration shall be Bengaluru in India. The award will be binding upon the parties.

Sd/xxx

DIRECTOR  
National Gallery of Modern Art, Bengaluru

**National Gallery of Modern Art, Bengaluru**  
**PART –A (TECHNICAL BID)**  
**(Engagement of an Agency for providing House Keeping services and collection/disposal of garbage )**

1. Name, complete address of the Firm/Agency and Telephone No. Fax No. with Agency Profile -----  
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2. Permanent address with valid proof -----  
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3. Registration number/license No. of the Firm/Agency-----  
under The Contract Labour (Regulation & Abolition) Act 1970.
4. Name, Designation, Address and Telephone No. of Authorized person of Firm/Agency to deal with -----  
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5. Specify as to whether  
the Tenderer is a sole proprietor/ Partnership/ Firm -----  
  
Name -----  
Address/and Telephone No. of Director/Partners should be Specified:  
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6. Service Tax No. -----
7. Audited Balance Sheet certified by registered chartered accountant for three years i.e. 2011-12, 2012-13 and 2013-14.
8. PAN of Income Tax Department and clearance certificate -----
9. Provident Fund Account No and authority with whom registered -----
10. ESI No.-----
11. Certificate of registered chartered accountant that the agency has been in existence for last 5 years i.e. from 2009-10.
12. Certificate of registered chartered accountant regarding turnover of agency's Housekeeping services for each of last 3 years: 2013-14, 2012-13 and 2011-12.
13. Solvency Certificate from a scheduled bank, for Rs. 15 lakhs obtained after 1st January, 2016.

14. Certificate from registered Chartered Accountant for having executed at least 2 works of providing comprehensive housekeeping services for an area of not less than two acres or 50000 Sq ft of built up area for a minimum period of one year in the last 5 years. (works to be specified).

15. Certificate of registered Chartered Accountant that the agency is currently carrying out housekeeping services of at least one large building of at least 50000 sq ft or 2 acres area. (Work to be specified).

16. Attested certificates/testimonials from clients.

17. Memorandum and Articles of Association.

18. Details of Earnest Money deposited : -

a) Amount-----

b) Bank Draft/Pay Order-----

c) Date of issue of BD/PO-----

\*Attach copies of all supporting documents.

Place -----

Date -----

Signature -----

Name-----

SEAL

National Gallery of Modern Art, Bengaluru

FINANCIAL BID

HOUSE KEEPING SERVICES

(Engagement of an Agency for providing House Keeping services and collection/disposal of garbage )

A- Providing comprehensive and effective House-keeping services of premises, buildings, roads, windows, interiors and exteriors of galleries, glass surfaces etc. as per details given in the table below:-

S. No	Item of work	Area in Sq. ft	Unit Cost (Rate per month per Sq Ft.)	Amount Rs.
1	Providing all inclusive Sanitation services.	69403		
2	Glass/Window cleaning	42522		
3	Sweeping of roads/parking areas etc.	59460		
4	Removal/disposal of garbage/waste	128863		
	Total monthly payment for all the Housekeeping services including removal/disposal of garbage.	-	-	

The service shall cover:-

- (a) Common areas at all levels inside the buildings include the floors, utility area open terrace, internal roads etc. excluding garden areas but includes roads, drains, and pavements, parking areas.
  - (b) Garbage and waste collection and disposal as frequently as necessary, including kitchen and pantry waste and garden waste.
  - (c) Sanitation services in all toilets and related areas including supply of consumables like soap, liquid soap refill and toilet paper.
  - (d) General cleanliness and sanitation of galleries, auditorium, office block, cafeteria, reception and outside premises.
  - (e) Any other specific service not listed above, but which are part of the category of cleaning service as per the International Best Practices.
- B- Details of the number of unskilled/skilled workers to be engaged daily (for 8 hours duty on all working days with one day as weekly off) for the job of House Keeping/Cleaning required to be undertaken as per this tender notice.
- C- The minimum cost of material and use of machines to be used for achieving the job of House Keeping/Cleaning including removal of garbage.

Place -----

Date -----

Signature -----

Name -----

Address -----

SEAL

