

#### THE TAMILNADU INDUSTRIAL INVESTMENT CORPORATION LIMITED

(A Government of Tamilnadu undertaking) 692, Anna Salai, Nandanam, Chennai-600035. Phone:24331203, Fax:24347209, e-mail:ho@tiic.org

#### NOTICE INVITING TENDER

Sealed tenders are invited from reputed concerns for providing House Keeping services for our Corporate office located in the above address for a period of five years starting from 01.01.2021. The Tender documents may be downloaded from our website <u>www.tiic.org</u> or <u>www.tenders.tn.gov.in</u>. The tenders should reach us in sealed covers on or before, 5.00 p.m. 27.11.2020.

MANAGING DIRECTOR



1.	Tender Inviting Officer, Authority Designation, Address	The Senior Manager (HRM/ED) M/s. The Tamil Nadu Industrial				
		Investment Corporation Limited, No.692, Anna Salai, Nandanam,				
		Chennai – 600 035				
2.	a) Name of the Work	Housekeeping work including Lift Operation and Electrical works				
	b) Place of Execution					
	,	M/s. The Tamil Nadu Industrial				
		Investment Corporation Limited,				
		No.692, Anna Salai, Nandanam, Chennai – 600 035.				
3.	Tender Documents available					
	place, Cost and due date for	Download from <u>www.tiic.org;</u> www.tenders.tn.gov.in				
	obtaining tender					
		Application fee of Rs.9,000/- plus				
		GST @ 18% shall be submitted by				
		Demand Draft in favour of TIIC Ltd.,				
4.	Earnest Money Deposit Amount	Chennai along with the Tender				
		Rs.30,000/-by DD in favour of TIIC Ltd., Chennai.				
5.	Due date, Time and place for					
	submission of tender					
6.	Place, Date & Time of Tender	TIIC Nandanam, Chennai – 35				
	opening	At 11.00 a.m. on 28.11.2020 at				
	10	Training Hall, TIIC LTD,				
		No.692, Anna Salai, Nandanam, Chennai – 600 035				
7.	Any other important Criteria	As per the Tender				
	prescribed by the Tender inviting					
	authority					
	autionty					

# THE TAMIL NADU INDUSTRIAL INVESTMENT CORPORATION LIMITED



# THE TAMILNADU INDUSTRIAL INVESTMENT CORPORATION LIMITED (TIIC)

#### SPECIFICATION NO: TIIC/HOUSE KEEPING/2021-2025

### TENDER DOCUMENT FOR APPOINTING HOUSE KEEPING SERVICE PROVIDER



#### TIIC LTD., CHENNAI-35.

### ANNUAL HOUSE KEEPING MAINTENANCE CONTRACT FOR THE PERIOD FROM 01.01.2021 TO 31.12.2025

Sealed tenders are invited for and on behalf of the Managing Director, The Tamil Nadu Industrial Investment Corporation Limited, Chennai-35 for "Outsourcing of Housekeeping and Maintenance of the Corporate office consisting of Basement Car parking, Ground, First, Second and Third floors located at No.692, Anna Salai, Nandanam, Chennai-600035 for a period of five years from 01.01.2021 to 31.12.2025. The details of work specifications, terms & conditions are outlined in the Annexures to this tender as under :

- (a) Annexure-I : Application Form
- (b) Annexure-II : Scope of Work
- (c) Annexure-III : Prequalification criteria for the service provider.
- (d) Annexure-IV : Format of Technical Bid
- (e) Annexure-V : Terms & Conditions
- (f) Annexure-VI : Price Bid
- (g) Annexure-VII : Undertaking

2. The Tender enquiry documents can be downloaded from our official website <u>www.tiic.org</u> and the Government of Tamil Nadu Website <u>www.tender.tn.gov.org</u> from 13.11.2020.

3. Mode of Tendering:- Interested Tender may download the Tender Enquiry Documents (TED) and submit their tenders in sealed covers upto 5.00 p.m. on 27.11.2020. The Tender should be addressed to The Senior Manager (HRM/ED), No. 692, Anna Salai, MHU Complex, 3<sup>rd</sup> Floor, Nandanam, Chennai-600035 with words "Tender for Outsourcing of Housekeeping for five years from 01.01.2021 to 31.12.2025". The tenders are invited in a two part bid system (Technical and Financial) from reputed housekeeping service providers and are required to be submitted in two parts, namely, (1) Technical Bid and (2) Financial/Price Bid. The Financial/Price tender should be valid for Five (05) years from the date of opening of the Tender. Incomplete bid documents are liable to be rejected.

4. Earnest Money deposit of Rs. 30,000/- (Rupees Thirty Thousand Only) should be submitted by bidders by **Demand Draft/Banker's Cheque** drawn in favour of The TIIC Limited, payable at Chennai. The EMD will be returned to all the unsuccessful bidders at the end of the selection



process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexures are found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit. The successful bidder shall pay the applicable GST.

5. **Performance Guarantee**: The Successful tenderer has to submit Rs.2,00,000/- (Rupees One Lakh Only) as performance guarantee deposit in the form of <u>Demand Draft / Banker's cheque drawn in favour of The</u> <u>TIIC Limited, Payable at Chennai</u> before awarding the contract. The performance guarantee deposit will be refunded to the selected bidder without any interest within one month from the successful completion of contract period.

6. The tenderer shall sign and stamp on each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained therein and submit the same along with the qualifying tender. The tenderer would fill up the information in the Annexures enclosed at the end of this document in clear and legible terms. Wherever required the price quoted shall be written in figures and words as well. Annexures shall also have to be signed and stamped by the tenderer or his/her authorized signatory.

7. The tenderer shall quote their rates for the service to be provided in INR (Indian Rupees) as "Rate per day and Rate per month per employee" (in both words and figures) which should include payments towards PF, ESI, Pension and Bonus, applicable taxes, etc., and the same would not be payable over and above the rates thus quoted.

8. TIIC reserves the right to accept or reject any Tender, and to annul the bidding process and reject all tenders at any time, without thereby incurring any liability to the affected Tenderer or Tenderers or any obligations to inform the affected Tenderer or Tenderers of the grounds for such action.

9. The tender forms shall be rejected if it is not complete in any aspect.

10. The tender documents are not transferable.

11. Not more than one tender shall be submitted by one service provider having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

12. The short listed tender along with the documents will be submitted to the **'Competent authority'** and upon approval by the **'Competent authority'** the successful tenderers will be intimated about the award of contract to them.

13. Late submission of tenders and EMD shall not be accepted.



14. Tenders will be treated as non-responsive and will be rejected, at the initial stage itself if Tenders are received without EMD, etc.,

15. The tenderer should fulfill prequalification/Eligibility criteria & conditions of the Tender and should submit all documents attested by authorized person along with the tender. When deemed necessary, TIIC may seek bonafide clarifications on any aspect from the tenderer. However that could not entitle the bidder to change or cause any change in the substance of the tender or price quoted.

16. The technical tender will be opened by the **Tender Scrutinity Committee Members** on the date and time specified, in the presence of those tenderers who choose to be present. Financial tenders of only technically qualified tenderers alone will be opened immediately by the Tender Scrutiny Committee Members and will be evaluated.

17. (a) Last date and time for submission of Tender is : 27.11.2020 upto 17:00 hrs.

(b) Opening of Tenders : 28.11.2020 at 11.00 hrs @ Training Hall, TIIC Ltd., No.692, Anna Salai, Nandanam, Chennai – 35.

18. In the event of any of the above mentioned date being subsequently declared as a holiday / closed day for this office, the tenders will be opened on the next working day at the scheduled time.

19. The contract for Housekeeping Services for a period of **five years from 01.01.2021 to 31.12.2025**, which can be extended for one more year on satisfactory completion of fifth year of contract. However, contract will be renewed annually, on successful completion of the contract every year based on the satisfactory performance of the service provider during the period.

20. An increase of upto 3 % in the per day service charges payable for providing (12 Nos. House keeping personnel, One Supervisor-cum-Lift operator and One Electrician) to the Service provider annually on completion of the one year period.

21. The selected Service Provider shall enter into a Service Level Agreement with TIIC.



#### ANNEXURE-I

# NOTICE INVITING TENDER FOR OUTSOURCING OF HOUSEKEEPING SERVICES FROM 01.01.2021-31.12.2025

#### APPLICATION FORM

FROM :

Date:

To: The Senior Manager (HRM/ED), The TIIC Limited, No.692, MHU Complex, Nandanam, Chennai-600 035.

Sir,

# Subject : Tender for "Outsourcing of Housekeeping for five years from 01.01.2021 to 31.12.2025" - Reg.

Ref : (1) Your Tender Notice No ...... Dated .....

(2) EMD-DD No ..... Dated ..... for Rs .....

I/We have also examined the requisite specifications and my/our offer is to provide the required service in accordance with the requisite scope of work.

 $\ensuremath{I/We}$  quote the rate inclusive of all taxes, duties, transportation, etc (in complete).

Yours faithfully,

(Signature and stamp of the Tenderer)



# NOTICE INVITING TENDER FOR OUTSOURCING OF HOUSEKEEPING SERVICES FROM 01.01.2021-31.12.2025

# SCOPE OF WORK:- SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE SERVICE PROVIDER.

- 1. Sweeping and wet mopping of the entire area including the lobby/lift area.
- 2. Furniture like tables, chairs, visitor's chairs, sofas, almirahs, etc., and all the electronic gadgets like computers, telephones, fax machines, photo copier machine etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particle board, glass and aluminum channels in the entire office should be cleaned daily.
- 3. Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like phenyl, etc., four times and more often, if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
- 4. Vacuum cleaning the systems room and all computers in the office and sofa sets twice a week.
- 5. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.
- 6. Collection of all the sweepings, garbage and waste and to transport/dispose of the same to the nearest pit.
- 7. Maintenance and upkeep of the entire office premises.
- 8. Shifting of furniture and other equipments and files whenever required.
- 9. Attending to electrical facilities in the office like changing of tube lights bulbs and such other minor repairs whenever required.
- 10. Artificial plants, door mats and carpets are to be cleaned daily.
- 11. Care should be taken that the gadgets are not tampered with during the cleaning operation.
- 12. Any other related works which arises towards housekeeping on account of any work etc.



- 13. Lift Operator-cum-Supervisor shall attend to the work of both operating the lift as and when required and Supervise the work done by the House Keeping personnel. The Lift Operator-cum-Supervisor shall also attend to the maintenance of the lift by AMC service provider of Lift and shall inform break down calls of lift if any.
- 14. A Chart shall be displayed in a prominent location of the Toilet, containing the details of house keeping staff who attended the work on the specified date/time. The chart shall be maintained for a specified period say Fortnightly/monthly and shall submit at the end of the period for verification by the Officer of the Corporation.

# WEEKLY SERVICES (Saturdays)

- 1. Sweeping and water washing of open area.
- 2. Removal of cobwebs in the corridors and lavatories.
- 3. Removal of dust accumulated on the walls, windows panes and ventilators in the toilets.
- 4. Thorough washing, rubbing and cleaning of corridors using Scrubber machine.
- 5. All name boards, wall panels paintings etc., should be wiped off dirt. All brass boards have to be polished with brass polish.



# NOTICE INVITING TENDER FOR OUTSOURCING OF HOUSEKEEPING SERVICES FROM 01.01.2021-31.12.2025

# ELIGIBILITY CRITERIA: CONDITIONS TO BE SATISFIED IN THE QUALIFYING/TECHNICAL TENDER/BID DOCUMENT

- 1. The Tenderer should have minimum three years of experience in providing housekeeping services to various organization; and should have completed atleast two such works with a single Annual Contract Value of Rs.15 lakhs or above in the similar activity, in the last three years.
- 2. The tenderer must have ESI Registration, EPF Registration, registered before 01-Apr-2017. The tenderer must also have GST Registration.
- 3. The tenderer must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
- 4. The evidence for filing of Income Tax Returns along with Profit and Loss Account and Balance Sheet for past three financial years 2016-2017, 2017-18, 2018-19 and 2019-20 (provisional) should be enclosed along with the qualifying tender.
- 5. The tenderer must have an Annual Average Turnover of not less than of Rs.30.00 Lakh during the last three financial years 2017-18, 2018-19 and 2019-2020 certified by a Chartered Accountant.
- 6. The tenderer should not have incurred loss in any two years during the last three years as on 31.03.2020.
- 7. The tenderer must produce a solvency certificate from his banker for an amount not less than AMOUNT OF THE CONTRACT FOR THE PERIOD FROM 01.01.2021 TO 31.12.2025



#### ANNEXURE-IV

## NOTICE INVITING TENDER FOR OUTSOURCING OF HOUSEKEEPING SERVICES FROM 01.01.2021-31.12.2025 QUALIFYING TECHNICAL BID/TENDER DOCUMENT:-

1.	Name of the Service Provider	
2.	Address (with telephone no./fax no.)	
3.	Name & Address of the Proprietor/Partners/Directors	
4.	Contact Person with Mobile No.	
5.	No. of years of experience in providing house keeping services (enclose proof viz., Performance reports from clients/TDS copies) and proof for two each single works of Annual Contract Value of Rs. 15 Lakhs or above during the past three years.	
6.	<ul> <li>(A) Average Annual Turnover</li> <li>(last 3 years ended 31.3.2020)</li> <li>certified by Chartered</li> <li>Accountant</li> <li>(B) Turnover for the F.Y.</li> <li>2019 - 2020 (Prov)</li> <li>2018 - 2019</li> <li>2017 - 2018</li> <li>2016 - 2017</li> </ul>	
7.	Permanent Account Number (PAN) (The evidence for filing of IT returns along with Profit & Loss Account & Balance Sheet for last three financial years to be enclosed)	



8.	Details of ESI & EPF registration along with evidence (Registered before 01.4.2015)	
9.	Details of GST Registration along with evidence	
10.	Details of EMD	
11.	Solvency Certificate issued by Bankers	

<u>Note:-</u> Attested copies of all the above details shall be submitted along with the tender documents.

#### DECLARATION

I/we hereby certify that the information furnished above are true and correct to the best of my/our knowledge. I/we understand that in case any deviation is found in the above statement at any stage, I /we will be blacklisted and will not qualify to have any dealing with TIIC in future.

(Signature of Authorized signatory with Name and date)



## NOTICE INVITING TENDER FOR OUTSOURCING OF HOUSEKEEPING SERVICES FROM 01.01.2021 TO 31.12.2025

# GENERAL TERMS AND CONDITIONS

- 1. The persons employed should work on all days except Sundays and National holidays.
- 2. The working hours will be from 08.00 a.m. to 5.00 p.m. daily.
- 3. A skeleton staff would be required beyond 5.00 pm on all working days to cater for emergency services, for which 2 persons are to be employed.
- 4. The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered. They should be provided with **uniforms and identity cards** prominently displayed. They should have knowledge of local language and preferably English also.
- 5. If a particular person is absent on any day, suitable substitute (person) should be deployed in his/her place.
- 6. The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 9:15 am daily. The personnel will perform all the duties assigned to the Service Provider and as specified by the department from time to time.
- 7. The personnel will report to the Officer-in-charge assigned by TIIC i.e., Caretaker daily.
- 8. The Service Provider or his authorized representative should report to the Caretaker daily. He shall visit the office daily to supervise cleaning activities.
- 9. In case of emergency and residual situations, the Service Provider has to make the personnel available to cater for emergency services and urgent work entrusted by this office as and when need arises.
- 10. The Service Provider should pay to their personnel a minimum wage at the prevailing rate as fixed under **Minimum Wages Act** (as per **Chennai Collector's proceedings**) and any breach of this condition will be liable for termination of the contract and the same would be dealt with accordingly. Besides, ESI and PF per head at the applicable rate should be paid by the Service Provider every month as per the existing rules and copies of the paid challans shall be submitted every month along with monthly invoice. The Service Provider should also maintain Pay Roll containing the above details.



- 11. An increase of upto 3 % in the per day service charges payable for providing (12 Nos. House keeping personnel, One Supervisor-cum-Lift operator and One Electrician) to the Service provider annually on completion of the one year period.
- 12. The Service Provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them.
- 13. The Service Provider should ensure that there is no scope for any grievance from the personnel on delayed payment of wages or there is any decrease in their applicable wages. The employees engaged by the Housekeeping Service Provider will be in the employment of the Housekeeping Service Provider only and not in the roll of TIIC.
- 14. The Service Provider shall indemnify and shall keep TIIC indemnified against Acts of omission or negligence, dishonesty or misconduct of the men / women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to the third party. All damages caused by the housekeeping personnel shall be charged to the Service Provider and recovered from his/her dues/bills.
- 15. TIIC reserves the right to terminate the services of the Housekeeping Service Provider at any time without assigning any reason/any notice whatsoever.
- 16. All existing statutory regulations of both State & Central Governments shall be adhered to and complied with by the Housekeeping Service Provider and all records maintained thereof should be available for scrutiny by TIIC. The Housekeeping Service Provider shall strictly comply with the terms and conditions of the agreement which will be executed with the successful Service Provider. Failure by the Service Provider to comply with such statutory requirements and / or the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.
- 17. The contract will be in force for a period of five years from the date of award of contract i.e. from 01.01.2021 to 31.12.2025, which can be extended for one more year on satisfactory completion of fifth year of contract. However, the satisfactory performance of the Service Provider will be reviewed by TIIC every year during the contract period, i.e., at the end of first year first year (from 01.01.2021 to 31.12.2021) second year (01.01.2022 to 31.12.2022), third year (01.01.2023 to 31.12.2023), and fourth year (01.01.2024 to 31.12.2024).
- 18. The Service Provider shall submit the bill for every month by the 5<sup>th</sup> day of the following month along with the ESI, PF and all statutory payment made to the personnel deployed. No interim bills will be entertained.



- 19. Mode of payment will be monthly and payments to the Housekeeping Service Provider will be made by cheque only within a month from the date of submission of bill provided that there is no dispute in respect of rates, quantity and quality of work. Tax shall be deducted at source as per the prevailing provisions the Income Tax Act, 1961 from the monthly bills.
- 20. All the Housekeeping materials / consumables, such as Brooms, Cobweb sticks, Dusters, Mop sticks, Buckets, Mugs, Toilet Cleaner, Floor cleaner, Toilet fresheners, Urinal Cakes, Cleaning Powder, Phenyl, Hand wash liquid, Sanitizer, Toilet cleaning brush, Cleaning / Dusting cloth, Water wipers, Dust bins, Garbage bins, Rooms spray, Scrubbing pads, Naphthalene balls, Glass cleaner etc., as required to execute the **above jobs will be supplied by TIIC (Service Receiver)** subject to maximum amount of Rs.12,000/- per month with an increase of Rs. 1,000/- annually.
- 21. No escalation of price whatsoever would be allowed during the pendency / currency of the contract.
- 22. If at any point of time during the currency of JOB, the SCOPE OF WORK for which this job has been awarded is reduced / abandoned, the payment / value of this job order shall be reduced on pro-rata basis by this office and would be binding on the Service provider.
- 23. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, arbitration / conciliation clauses formulated by International Centre of Alternative Dispute Resolution (ICADR), or the dispute will be subject to Chennai jurisdiction only.

We agree to the above terms and conditions.

Signature with Date \_\_\_\_\_

Name of the Firm \_\_\_\_\_

Seal



	NOTICE IN	VITING					1	HOUSE	KEEPI	NG SEF	VICES	
						2021 TC		the state of the s				
				Р	RICE/F	INANC	IAL BID	)				
						PART -	1				1.15	
S.No	Description	No. of Persons	For the Period 01.01.2021 to 31.12.2021		For the Period 01.01.2022 to 31.12.2022		For the Period 01.01.2023 to 31.12.2023		For the Period 01.01.2024 to 31.12.2024		For the Period 01.01.2025 to 31.12.2025	
			Rate per day Rs. P.	Total per day Rs. P.	Rate per day Rs. P.	Total per day Rs. P.	Rate per day Rs. P.	Total per day Rs. P.	Rate per day Rs. P.	Total per day Rs. P.	Rate per day Rs. P.	Total per day Rs. P.
1	House Keeping personnal	12										
2	Supervisor-cum-lift operator	1										
3	Electrician	1										
	Total per day											
	Total per month	Max 26 days 12										
	Total per annum	months										
	An increase of upto 3% in Electrician) to the Service Certified that the ab applicable. The abov	e provider ar	anually on com	pletion of the mplies wit	he one year th Minimu	period.						
							(Signature of Bidder/Authorized signatory with Name and date and office seal)					



ANNEXURE-VI-b NOTICE INVITING TENDER FOR OUTSOURCING OF HOUSEKEEPING SERVICES FROM 01.01.2021 TO 31.12.2025 PRICE/FINANCIAL BID PART - II \* RATE PER PERSON PER DAY 01.01.2025 to 31.12.2025 01.01.2024 to 31.12.2024 01.01.2023 to 31.12.2023 01.01.2021 to 31.12.2021 01.01.2022 to 31.12.2022 Description Amount in Rupees Supervisor-cum-lift operator Supervisor-cum-lift operator House Keeping Personnel Supervisor-cum-lift House Keeping Personnel House Keeping Personnel Supervisor-cum-lift operator Electrician House Keeping Personnel House Keeping Personnel Electrician Electrician Supervisor Electrician Electrician operator operator cum-lift Gross Daily Wage ESI@ in % EPF@ in % Others (if any paid by the Contractor % Bonus Other statutory tax (if any) Sub-total Contractor's Service Charges % Grand Total Rate Per day. (Rupees:

An increase of upto 3% in the per day service charges payable for providing (12 Nos. House keeping personnel, One Supervisor-cum-Lift opeator and One Electrician) to the Service provider annually on completion of the one year period.

" Certified that the above quotated rate complies with Minimum Wages Act and all the statutory provisions and rules as applicable. The above rates inclusive of all the taxes (GST or any other tax) payable to Government".

(Signature of Bidder/Authorized signatory with Name and date and office seal)

### NOTICE INVITING TENDER FOR OUTSOURCING OF HOUSEKEEPING SERVICES FROM 01.01.2021- 31.12.2025

#### UNDERTAKING BY THE TENDERER

I/We undertake that M/s.... has not been blacklisted by any Govt. Department/Public Sector Undertaking/Autonomous Body.

3. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them:

4. I hereby confirm that our organization was not blacklisted by any state / Central Governments /Public Sector Undertakings/ Autonomous Body during the last three years. I/we also confirm that our EMD/SD/Performance Guarantee deposit was not forfeited by any State / Central Governments /Public Sector Undertakings/Autonomous Body during the last three years due to our non-performance, non-compliance with the tender conditions etc.

5. The information/documents furnished along with the above application are true and correct to the best of my/our 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/our tender at any stage besides liabilities towards prosecution under appropriate law;

6. I/We understand that in case any deviation is found in the above statement at any stage, my concern/firm/co. shall be blacklisted and shall not have any dealing with TIIC in future.

Date :

Signature of the authorized Signatory of the firm/ Company/Organization Office Stamp / Seal

Place :

#### Note:-

- Declaration in the company's letter head shall be submitted as per format given above.
- (2) If the bidding concern has been blacklisted by any State / Central Governments / PSU earlier then the details shall be provided.

