

Madhya Pradesh Real Estate regulatory Authority (RERA)

Tender No. : RERA: 2017:18

Tender Document

For

Housekeeping Services

AT

**RERA BHAWAN ,IN FRONT OF GATE NO 3 of SHOURYA SMARAK . MAIN ROAD NO.
1 BHOPAL**

Real Estate Regulatory Authority

RERA Bhawan In Front of Shourya Smarak Gate No. 3. Main road no. 1 Bhopal

Tel: (0755) 2556760,

www.rera.mp.gov.in

INVITATION OF BIDS

Secretary, RERA ,Bhopal invites Online Bids for Housekeeping Services at RERA Bhawan In Front of Gate-no 3,Shourya Smarak. Main road no. 1 Bhopal. Interested Bidders may obtain further information from RERA office, Bhopal.

A	Scope of Work	Housekeeping Services at RERA Bhawan In Front of Gate No 3,Shourya Smarak. Main road no. 1 Bhopal
B	Cost of Tender Document	Rs. 1000/- (Rupees One thousand only (non-refundable) payable online.
C	Processing Fee	250/- (non-refundable)+Service tax extra – payable online.
D	Purchase start and end dates of Tender Documents.	Purchase start date 19/05/2017 from 11.00 AM and end 06/06/2017 up to 3.00 PM.
E	Last date for submission of Bid.	Date 07/06/2017 up to 3.00 pm
F	Date of opening of Technical Bid.	Date 07/06/2017 at 4.00 PM
G	Date of Opening of Financial Bid.	Shall be Posted on website
H	EMD	Rs. 50,000/- (Rupees Fifty Thousand only) Payable online.
I	Place of opening of Bids	RERA Bhawan In Front of Gate No 3,Shourya Smarak. Main road no. 1 Bhopal
J	Mode of submission of Bids	ONLINE

NOTE:-

1. Bids can be downloaded and purchased online from the website www.mpeproc.gov.in and can be viewed freely on website: www.rera.mp.gov.in
2. Any future corrigenda/Information shall be posted on website www.mpeproc.gov.in/www.rera.mp.gov.in
3. Our Helpline No. 0755-2556760

Letter of Submission of Bid

To,
Secretary
Real Estate Regulatory Authority
Bhopal 462011, (M.P)

Dear Sir,

I/We, the undersigned, have read and examined in detail the specifications and all bidding documents and hereby declare that:

PRICE AND VALIDITY

All the rates quoted in our proposal are in accordance with the terms as specified in bid documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of the opening of the Bid.

We do hereby confirm that our bid prices include all taxes and duties etc.

We hereby declare that if any Tax is altered under the law, we shall pay the same.

DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the technical specifications and other Bid conditions with no deviations.

QUALIFYING DATA

We confirm that all information/data have been submitted is as required by you in your Bid document. We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

We further confirm that our organization:

- is not declared as insolvent or convicted for any offence by any Authority.
- is not prosecuted or suffered any penalty for violation of any labour laws by any Authority.
- is not a party to any cartel at any time for processing any contract including the present tender.

I/We agree that in case any information is found to be incorrect, the Bid is liable to be rejected at any point of Bidding process.

We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you,
Yours Faithfully,

(Signature of Bidder)

Date:

Place:

Name:

Designation:

Business Address

Seal:

Place:

Designation:

Business Address

Seal:

INSTRUCTIONS TO BIDDER

1. Bidders are required to submit bids online only.
2. Bids in physical form will not be considered/accepted.
3. The Bidders are required to **deposit bids, tender cost, Processing fee and EMD on online only**
4. Bidders are required to submit bids as per the timelines given in the invitation of bids.(Page No.2)
5. The bidders are required to submit a list of enclosures, if any.

Pre-qualification offer shall be opened only of those who have submitted the EMD as specified.

Financial offer shall be opened only of those who have submitted proper EMD and are selected in Pre-qualification Evaluation.

Each page of the tender document is required to be signed by the authorized signatory and deposited along with the pre-qualification offer.

6. All erasures, cuttings and alterations made while filling the offer document should be initialed by the authorized signatory. Overwriting of figures is not permitted.

GENERAL INFORMATION AND EMD DETAILS

1.	Name and Address of the Bidder	
2.	Contact No.	
3.	Telephone No.	
4.	Fax	
5.	E-Mail	
6.	Category of the Bidder(Whether Company, Partnership firm or Proprietary Concern)	
7.	Year of Establishment	
8.	Name of contact person Land Line No. – Mobile No. -	
9.	Sales Tax/Commercial Tax/CST Nos.	
10.	Service Tax No.	
11.	Income Tax PAN No.	

Note: Separate sheets may be attached wherever necessary.

Signature of the Bidder
With stamp and date

ESSENTIAL ELIGIBILITY CRITERIA

1. Registered office or one of the branch office of the Bidder must be located in Bhopal (Bhopal address to be furnished).
2. Must have minimum experience of 5 years for providing House Keeping Services Satisfactorily to any Central/State PSU/Department or Private Limited firms of repute/3 star Hotels/Malls.
3. The Bidder must have a registration with provident fund, ESIC, PAN Number, service tax Number.
4. The Bidder must have deployed at least 25 Housekeeping Man-Power in 05 Institutions/Organization (each) in last two years.
5. The Bidder must have an average annual turnover of Rs 20 Lakhs Per Annum during the last two years.

NOTE:-

1. DOCUMENTARY PROOF TO BE ATTACHED FOR ALL THE PARAMETERS OF EVALUATION.
2. Experience in the field of Housekeeping services will be considered on the basis of registration under ESIC Act/Companies Act/ Society Act/ Individual firm registration/ Shop and Establishment Act etc.
3. Turnover will be considered only on submission of full set of Audited Accounts/Auditors certificate for the years.

Scope of Work

The Bidder is intended for providing Housekeeping Services at RERA-Bhavan, In front Gate no 3 ,Shourya Smarak, Bhopal - 462011 as per the detailed scope of work as below:

1. Quantum of work:-

1.1 Secretary RERA Bhopal intends to appoint a reputed Bidder for providing Housekeeping services at the location detailed below:

Sr. No	Tender No	Location	Plot Area Sq Meter	Super Built up Area	Open Space	Toilet Block No.	Overhead/underground Tank No.
1.	Tender Notice No. 03: RERA: P&A:2017:18	RERA Bhawan In Front of Shourya Smarak Gate No. 3. Main road no. 1 Bhopal	1000 Sq. Mtr.	800 Sq. Mtr.	200 Sq. Mtr.	7	3

- Subject to change.

2. SCOPE OF WORK

The works of Housekeeping services stipulated under this contract include broadly the following nature of work:-

Keeping the inside premises clean daily of residues/used materials and maintenance of floors, rooms, offices, in the respective buildings and cleaning of toilets/lavatory blocks with phenyl, liquid soaps, neptha balls etc. including removing cobwebs, birds nest etc. and disposal of garbage, wastes or any other sweeping garbage with all unskilled manpower, materials, tools and tackles etc as per details specifications and directions of the officer in charge on all the working days. The following procedure shall be adopted.

- 2.1 Sweeping, cleaning and wiping of closed and open area in entire building and surrounding area.
- 2.2 Dusting of furniture, office equipment, lightweight partitions, attachments and fixtures like fans, tubes, fire extinguishers, first aid boxes, fire alarm panels, notice boards as per periodicity prescribed.
- 2.3 Cleaning of water tanks (both underground as well as overhead) and well as per periodicity prescribed. Vendor has to ensure that person engaged for toilet cleaning will not be entrusted cleaning of water tank to maintain hygienic conditions.
- 2.4 Daily removing waste/garbage and dumping it at the place earmarked by the Local Municipal Authority for the purpose at the contractors' costs. The Bidder shall not dump it inside the premises.
- 2.5 Washing of tiles/concreted portion in the compound, sweeping and cleaning of terrace of all the buildings weekly.
- 2.6 Bidder shall also keep suitable supervisor to monitor the work.
- 2.7 The Secretary or designated officers by Secretary,RERA will inspect the cleaning daily.

3. SPECIFICATION AND PERIODICITY OF CARRYING OUT THE ACTIVITIES:

3. 1) Cleaning of Urinals, Toilets & Bathrooms:

- a) Toilet & Bathrooms shall be cleaned as per the time schedule given in Clause Nos. 4 & 5 Specification and periodicity of carrying out the activities of the Tender Document.
- b) For cleaning Toilet, the Bidder worker would sprinkle toilet cleaning material like Harpic, & then brush.
- c) Bathroom surface should be cleaned using Phenyl.
- d) Bidder should ensure that the Toilet pots are stain free
- e) Bidder should also ensure that both bathroom and toilets are free from any bad/foul smell.
- f) Bidder Shall keep a chart at suitable location and the Bidder supervisor will sign with date time on it after every cleaning.

3.2) Cleaning of Floor:

a) Floor without carpet:

- (i) Floor/ Corridors will be cleaned as per the time schedule given in Clause Nos. 4 & 5 Specification and periodicity of carrying out the activities of the Tender Document.
- (ii) The cleaning would be done first by brooming and then the floor would be mopped by water mixed with phenyl in 1:30 (one bucket of 20 litre with 100ml phenyl using rubber/cloth scrubber with bar type handle.

b) Floor with Carpet/Vinyl Floor:

Such floors are to be cleaned as per the time schedule given in Clause Nos. 4 & 5 Specification and periodicity of carrying out the activities of the Tender Document with Vacuum Cleaner.

3.3) Inside Office:

- a. Dusting of entire furniture and office equipment with appropriate dusting cloths to be cleaned as per the time given in Clause Nos. 4 & 5 Specification and periodicity of carrying out the activities of the Tender Document.
- b. Floor without carpet will be cleaned daily first by broom and then will be mopped by water mixed with phenyl.
- c. Carpets, Sofa, curtains and file racks the same will be cleaned by vacuum cleaner every Monday, Wednesday, Friday.
- d. Toilet inside the office shall be clean like mentioned in toilet and urinals.

3.4) General: Applicable to all

- The entire floor area of including a stair cases, has to be swept as per the time schedule given in Clause Nos. 4 & 5 Specification and periodicity of carrying out the activities of the Tender Document.
- Dusting of light weight partitions, ceiling, fans, tubes and other fixtures, weekly preferably on Saturdays with wiping cloth/.
- Dusting of windows cleaning Glass Panel accessible both side by opening of windows. Windows have not accessible ordinary but required ladder such glass panel to be cleaned once in a Month.
- Washing of tiles in open/covered areas weekly once.
- Wiping the area of customer interface like, visitor's lawn, etc. daily (before 9.30 A.M) with suitable detergent as directed above.
- All passages, staircase should be swept and mopped out with water daily.
- Attachment on the walls like fire extinguishers, first aid boxes, notice boards should be cleaned daily.
- Cleaning of overhead/underground water tanks once in Quarter.
- Sweeping and cleaning of terrace of Technical, Administrative Buildings weekly.
- Removal of garbage/packing material from the entire rooms/halls/pantries/staircase daily.
- Cleaning of pantries/washbasins twice a day (with detergent/acid and put naphthalene balls).
- Cleaning of windows/doors/balconies/roof once in a week/as and when required.
- Cleaning of water coolers, dustbins, water flaks, and buckles with detergent at least once in a week as and when required during the week.
- Cleaning of sofa sets and curtains and file racks with vacuum cleaner thrice a week.
- Proper cleaning of brass doors knobs and name plates with brasso- once in week.
- Cleaning/sweeping of open area i.e. compound, basement, staircase, passages and toilets also to be carried out on Sunday and Holidays also as per requirement given by concerned authority.
- Toiletries and other cleaning materials including vacuum cleaner to be provided should be of high quality and branded one.
- Contractor shall provide all materials/consumables required for the work at his own expenses and nothing extra shall be paid by RERA.

4. TIME SCHEDULE OF WORKS OF HOUSE KEEPING AND FACILITY MANAGEMENT ACTIVITIES

Sr.No.	Item	Activities involved	Frequency	Work to be completed During day and time.
01.	ACP surfaces on the periphery of the RERA Bhawan In Front of Shourya Smarak Gate No. 3. Main road no.1 Bhopal	Maintenance & cleaning of ACP surfaces on the periphery of the RERA Bhawan In Front of Shourya Smarak Gate No. 3. Main road no. 1 Bhopal	Once in every Quarter or as required to maintain proper cleaning.	As per instructions
02.	Glass walls on the periphery of the RERA Bhawan In Front of Shourya Smarak Gate No. 3. Main road no. 1 Bhopal	Maintenance & cleaning of Glass walls on the periphery of the RERA Bhawan In Front of Shourya Smarak Gate No. 3. Main road no. 1 Bhopal	Once in every week or as required to maintain proper cleaning.	As per instructions
03.	Toilets	<p>1. Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like phenyl, harpic, vim, surf etc., and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.</p> <p>2. Sweeping the floor in & mopping with water and Phenyl.</p>	<p>Two times a day or more often as required.</p> <p>Two times a day.</p>	<p>08.30 a.m. to 09.30 a.m & 01-30 p.m. to 03-00 p.m</p> <p>08-30 a.m. to 09.30 a.m & 01-30 p.m to 03-00 p.m</p> <p>08-30 a.m to 09-</p>

		<p>3. Putting naphthalene balls on urine pot & wash basins.</p> <p>4. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.</p> <p>5. Collect all the sweepings, garbage and wastes and dispose of the same to the nearest pit.</p>	<p>Daily or as required</p> <p>Daily or as required</p> <p>Daily or as required</p>	<p>30 a.m</p> <p>08-30 a.m. to 09-30 a.m.</p> <p>08-30 a.m. to 09-30 a.m.</p>
04.	Officer chambers & office rooms In all buildings	Sweeping the floor & mopping with water and phenyl. Dusting furniture, black boards, doors, windows, partitions including the particle board, glass and aluminum channels etc.	Daily	08-30 a.m. top 09-45 a.m
05.	Lobby, Passage and common area and rooms and canteen	Sweeping the Floor & mopping with water and phenyl.	Two times a day.	08-30 a.m to 09-30 a.m & 01-30 p.m to 03-00 p.m
06.	Corridors including common space and canteen	Dusting of furniture, windows, doors and pelmets and	Twice a week	As per instructions

		curtains etc.		
07.	Over head & Underground water Tank	Cleaning of water tanks once In a quarter	Once in a quarter	As per instructions
08.	Special cleaning activities	<p>1. Removal of cobwebs from all the places.</p> <p>2. Removal of dust accumulated on the walls, windows panes and ventilators in the toilets. Cleaning of windows (with glasses). Cleaning of all other common areas which are normally difficult to access.</p> <p>3. Cleaning of water coolers, dustbins, water flask and buckets with detergent.</p> <p>4. Cleaning of carpet, sofa sets, curtains and file rack with vacuum cleaner.</p>	<p>Fortnightly</p> <p>Fortnightly</p> <p>Once in a week</p> <p>Once in a week</p>	As per instructions
09.	Cellar	Sweeping/neating and removal of cobwebs	Daily	08-00 a.m. to 09-30 a.m
10.	Cable Chamber		Yearly or as required	
Wooden panels/doors first Saturday of the month				

5. TIME SCHEDULE OF WORKS OF HOUSE KEEPING ACTIVITIES IN OPEN AREA

Si. No.	Item.	Activities Involved	Frequency	Day and time
01.	Open space	1. Sweeping mopping of front & back side of building. 2. Booming in the Ground.	Daily Daily	As per instructions
02.	Drainage of toilets shaft area in all building	Cleaning & removal of mud etc. causing drainage blocking.	Fortnightly or as and when required	As per instructions
03.	Open Space	Washing between foyer to grill, toilet & open space near lift etc.	Daily	As per instructions

6. The contractor shall provide without any extra charge 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, toilet cleaning brush, cleaning / dusting cloth, Water Wipers, Dust bins, Garbage bins, Naphthalene balls, etc., as required to execute the above jobs. In case the contractor fails to provide such materials In sufficient quantity as required for the job, such materials consumables shall be procured at the risk and cost of the contractor.

TERMS AND CONDITIONS

1. EMD of unsuccessful Bidders shall be returned after the award of the contract.
2. Tender shall be submitted in official tender format only. If submitted in any other format the same shall be summarily rejected.
3. Tenders received without prescribed tender fee, processing fee, earnest money shall not be considered.
4. Tender form shall be complete in all respects and no paper shall be detached from the tender.
5. The tender is liable to be ignored if complete information is not given there-in, or if the particulars and data (if any) asked are not filled in.
6. The EMD of Rs.50,000/- of successful Bidder shall be converted into security deposit. The security deposit will be refunded after expiry of the contract, **No** interest shall be paid on Performance Security/EMD.
7. The Prospective bidders can inspect the site in-between 11.00 AM to 5.30 PM on all working days. No extra charges shall be payable for non awareness of the site conditions and constraints.
8. Corrections, if any in the tender must be attested by the Bidder with sign and seal.
9. Late tenders will not be considered and shall be rejected.
10. The rates quoted should be on FIRM & FIXED basis.
11. Following procedures shall be adopted in case of difference in quoted rates in figures and words and extensions.
 - a. Where there is difference between rates in figures and in words, the rates quoted in words shall be considered as correct.
 - b. Where the amount of an item is not worked out or it does not correspond to the rate either in figure or in words, the rates quoted in words shall be considered, as correct and necessary calculation shall be made.
 - c. Where the rates quoted by the Bidder in figures and in words tally, but the amount is not worked out correctly, the rates quoted by the Bidder shall be considered as correct and amount shall be corrected accordingly.

12. The contract shall generally be awarded to the lowest Bidder as per the Bid Evaluation Criteria complying with statutory norms. However RERA does not bind itself to accept the lowest or any other offer and reserves the right to accept or reject any or all the offers either fully or partly without assigning any reasons and is not bound to accept the lowest bid since due weight- age shall be given to several factors besides the commercial bid.
13. The Secretary, RERA shall have the authority to cancel the Tender process if RERA does not find a suitable tender. RERA shall have the right to recall fresh tender in these circumstances where in prior bidders shall have the right to participate in the fresh process. The Bidders shall have no right to challenge the authority and decision of RERA to cancel the tender process for the reasons deemed fit by the Secretary, RERA.
14. If the awarded Bidder fails to accept the contract, the EMD amount will be forfeited and the second lowest in the list of selected agencies shall be given the opportunity for the contract and so on and so forth.
15. The Bidder shall be responsible for compliance of all statutory obligations under Contract Labor (Regulations & Abolitions) Act, Minimum Wages Act, Service Tax Act, Payments of Wages Act or any other applicable law in force in India at the time of award of the contract or in future.
16. The Bidder shall not at any time during the currency of this agreement sub-contract the job entrusted to them for performance to any other party.
17. The Bidder shall effect Insurance at their own cost for their personal and properties belonging to them, RERA shall not be responsible for any damage/loss of any nature whatsoever.
18. In the event of dispute arising out of this agreement, the Secretary, RERA, shall be the sole Arbitrator and his decision shall be final and binding on both the parties.
19. The name and address of the Bidder shall be clearly stated and no overwriting, correction, insertion shall be permitted in any part of the tender unless duly countersigned and sealed with official stamp by the Bidder. The tender shall be filled and submitted strictly in accordance with the instructions laid down herein, failing which the tender is liable to be ignored.
20. The bids should be valid in the case of all the tenders for at least 180 days from the date of opening of the tender. In the case of the successful Bidder, rates quoted shall be valid for the entire period of the contract.
21. The contract once awarded can be terminated by either party after giving one month notice to the other party. Nevertheless, RERA may terminate the contract of the bidder without any notice in case the bidder commits a breach of any of the terms of the contract and Security Deposit will be forfeited. RERA's decision that a breach has occurred will be final and shall be accepted without demur by the Bidder.

22. The RERA shall in no way be responsible for any default with regard to any statutory obligation and the Bidder will indemnify RERA in case of any damage or liability, which may arise on account of action of bidder.
23. The Bidder shall at all times indemnify and keep indemnified the owner and its officers, servants and agents from and against all third party claims whatsoever (including time and shall not be limited to property loss and damages, personal accidents, injury or death of persons or servants or agents of any bidder/sub- bidder(s) and the bidder shall at his own cost and initiative at all time, maintain all liabilities under Workman's Compensation Act, Fatal Accident Act, Personal Injuries, Insurance Act and/or Industrial Legislation from time to time in force).
24. In case L-1 is more than one, then the past performance of the Bidder, turnover will be the criteria and the decision of RERA will be final.
25. The rates shall be inclusive of all taxes, duties octroi, works contract tax, cartage loading, sales tax, turnover tax and any other statutory taxes and service tax complete in all respects.
26. RERA shall in no way be responsible in any dispute of whatever kind, between the bidder and the staff engaged by him.
27. Any damage resulting to RERA on account of the negligence or mal- operation shall be made good by the bidder. Nothing extra will be paid for such work.
28. The bidder shall arrange to render efficient service as per the terms & conditions of the tender/agreement. However, in case the bidder fails to maintain the service to the satisfaction of RERA and any expenditure incurred therein for alternative arrangements by RERA shall be recovered from the bidder.
29. Water and power shall be made available free of cost for bona-fide use.
30. All bills concerning Housekeeping services payments shall be put up on monthly basis by the Bidder to Secretary for his verification and then only it shall be processed and forwarded by P&A to Accounts Department for the payment of these bills. The payment is subject to deduction of TDS. The payment of the bills will be made normally within 15 working days of the receipt of the bill.
31. No food and transport and any other amenity in the nature of perks will be provided by the RERA for the Bidder's personnel.
32. The Bidder will work in close co-operation with Secretary ,RERA for Housekeeping Services.
33. The agreement will be valid for Housekeeping Services as incorporated in the contract document. This should be strictly adhered to.

34. The Bidder shall ensure that no inward/outward material movements takes place from RERA premises without proper documents and, papers found completed in every respect and signed by authorized signatory of RERA which shall be communicated to the Bidder, from time to time.
35. No Bidder shall contact on its own, the Competent Authority on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. Any effort on part of a Bidder to influence the Competent Authority or members or Technical/Monitoring committee, in the decision making of bid evaluation; bid comparison or award of contract may result in rejection of the Bidder's bid.
36. The RERA will not be responsible for any injury sustained to the personnel deployed by the Bidder during the performance of their duties and also for any damages or compensation due to any dispute between the Bidder and its staff.
37. The scope of the work and/or tenure of the contract shall be valid for a period of one year which can be enhanced on mutual consent.
38. For any further details required, Secretary ,RERA Bhopal may be contacted in person or phone nos. 2556760.
39. The Bidder shall have to provide employees in proper uniforms for services.
40. The Bidder shall have to deploy Minimum 5 Housekeeping staff (Un-skilled Category) and one full time Supervisor (Semi –Skilled).
 - The Bidder before the start of work should submit the details of its housekeeping staff and supervisor. The Bidder also should furnish the full details regarding residential address, age, qualification along with photograph & telephone number of all housekeeping personnel for records. Any subsequent change shall be done only after the intimation to the RERA Secretary
 - The Supervisor shall report to Secretary on daily basis regarding the housekeeping work undertaken in the RERA Bhavan office.
41. The Bidder shall be responsible for compliance of all statutory obligations under Contract Labor (Regulations & Abolitions) Act, Minimum Wages Act, Service Tax Act, Payments of Wages Act or any other applicable law in force in India at the time of award of the contract or in future.
42. The Bidder shall have to provide employees in proper uniforms for services.
43. The Bidder must pay its employees the wages as per the Minimum Wages Act as may be applicable from time to time. Non- compliance of this clause shall be sufficient reason for cancellation of the Contract and forfeiture of the security deposit. In support of the wages payment made as per Minimum Wages Act, the following document to be submitted along with each bill put up for payment to the RERA.

- Monthly Attendance Sheet
 - Wages payment sheet with Bank Account
 - Contributory Provident Fund, Work sheet with Challan
 - ESIC, Work sheet with Challan
 - Service Tax Challan
44. The Bidder shall be responsible for depositing (in separate challans exclusively for the Man-Power deployed in RERA) Provident Fund, ESI Contribution, Service tax and other statutory charges payable and shall attach documentary proof of having deposited the same along with the bill of the following month. The amount deposited should exactly match the amount deducted from the Salary of its employees. Non-compliance of this condition will be a sufficient reason for withholding payment for that month.
45. The Bidders are required to quote their rates as per the specification given in the Financial Bid. In case of Revision in Minimum Wages then RERA will reimburse the increased amount from time to time as per the revisions in the Minimum Wages Act on monthly basis on submission of separate bill for this purpose, over and above the monthly lump sum amount quoted by the Bidder in the Financial Bid, for revisions made in the Act from the date of the work order.
46. Under exceptional circumstances RERA reserves the right to change any term and condition as and when warranted.
47. The Successful Bidder will be required to execute an agreement in the prescribed format as at Annexure –B within 10 days of the award of Contract.
48. The tender document shall be construed as part and parcel of the agreement signed between RERA and Successful Agency.
49. Deployment of child labour may lead to termination of contract.
50. **TERMINATION OF CONTRACT**
- RERA may without prejudice, to any other remedy for breach of contract may terminate the contract in whole or in parts.
 - If the contractor fails to provide service to the satisfaction of RERA within the period (S) specified in the contract or any extension thereof granted by RERA.
 - If the Contractor fails to perform any other obligation (s) under the contract.
 - If the contractor does not follow the labour laws or other statutes in the matter.

- If the contractor, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the RERA may authorize in writing) after receipt of the default notice from the RERA.
- RERA may without prejudice, to other rights under law or the contractor provided service done at the risk and cost of the contractor, in above circumstances.
- In the event of such termination, the proportionate performance Guarantee/Security Deposit of the component of work terminated shall be forfeited completely.
- Depending upon the severity of negligence, RERA reserves the right to blacklist the Bidder/contractor from further participation in any of RERA tenders/Contracts. The decision of RERA shall be final in this regard.

51. TERMINATION FOR INSOLVENCY

- Secretary,RERA may at any time terminate the contract by giving written notice to the contractor, without compensation to the contractor. If the contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

52. FORCE MAJEURE

- Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to, fire, flood, explosion, acts of God or any Governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions. If a Force Majeure arises, the Bidder shall promptly notify RERA in writing of such condition and the cause thereof. Unless otherwise directed by RERA, the successful Bidder shall continue to perform his obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The successful Bidder shall be excused from performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

53. SETOFF

- Any sum of money due and payable to the contractor (including Performance/security deposit refundable to him) under this contract may be appropriated by RERA and set off the same against any claim of RERA for payment of a sum- of money arising out of this contract or under any other

contract made by contractor with RERA.

54. PENALTY

- In case of failure to perform daily service or if the quality of services is not satisfactory no payment shall be made for such area including imposing a penalty of maximum of 10% of the daily approved rate. An additional penalty of Rs.100/- (Rupees One hundred only) per day per toilet block shall be imposed for failure to carry out daily housekeeping services or unsatisfactory services of toilets.
- For failure to perform weekly or fortnightly activities, a penalty @10% of the monthly final bill amount (arrived at after all deductions pertaining to the work) shall be imposed.
- If contractor fails to perform any of the activities as per agreement, then without prejudice to any penalty and recovery imposed, RERA may carry out such part of the work at the risk and cost of the contractor.
- Decision of designated officer of RERA for this purpose shall be final and binding upon contractor.

55. If the Bidder violates the terms & conditions of the contract the EMD/Security Deposit will be forfeited.

56. **Any future Corrigendum/Information shall be posted only on website**
www.mpeproc.gov.in./www.RERA.mp.gov.in

57. **OUR HELPLINE No., 0755-2556760**

ANNEXURE---(A)

THE FINANCIAL BID

S.No.	Description	Rate
01.	Work Contract including manpower as specified in technical bid, one semi-skilled, five un-skilled (wages shall be as per the Minimum wages prevailing at the time of bidding), consumables and allied accessories & Equipments (considering scope and quantum of work given in the tender document) for housekeeping and facility management works at RERA Bhawan inclusive of all statutory contributions duties and taxes as per rule per month.	
02.	Maintenance and cleaning of ACP Surfaces on the periphery of the RERA Bhawan In Front of Shourya Smarak Gate No. 3. Main road no. 1 Bhopal building Charges per quarter of 3 month each.	

**Signature of Bidder
With Stamp**

ANNEXURE - B

CONTRACT AGREEMENT

FOR PROVIDING HOUSEKEEPING AND FACILITY MANAGEMENT SERVICES

1. This agreement is made on _____ between _____ a Housekeeping services Agency providing the services to various establishments and Industrial units, having its registered office at _____ (hereinafter referred as "**Agency**") which term or expression, unless excluded by or repugnant to the subject or context, shall mean and include its successors-in office and assigns of the first part and MP Real Estate regulatory authority, having its office at RERA Bhawan In Front of Shourya Smarak Gate No. 3. Main road no. 1 Bhopal (hereinafter referred as RERA which term or expression, unless excluded by or repugnant to the subject or context, shall mean and include its successors-in office and assigns of the second part represented by Secreatry,RERA
1. _____, the Agency having sufficient experience in providing Housekeeping services to Industrial Establishments, Offices, Units and Institutions and is desirous of extending its services to the RERA.
2. RERA having their offices at Bhopal is desirous of availing services of the Agency for providing Housekeeping services.
3. Both the parties have agreed to enter into an agreement to avail/provide Housekeeping services in the office of RERA Ltd. w.e.f. _____ for a period of one year.
4. The Agency shall undertake Providing Housekeeping services in the office of RERA.
5. Agency shall be fully responsible for discipline and turnout of their personnel during their duty hours at specified time.
6. The rates quoted should be on FIRM & FIXED basis.
7. The Agency shall be responsible for compliance of all statutory obligations under Contract Labor (Regulations & Abolitions) Act, Minimum Wages Act, Service Tax Act, Payments of Wages Act or any other applicable law in force in India at the time of award of the contract or in future.
8. The Agency must pay its employees the wages as per the Minimum Wages Act as may be applicable from time to time. Non- compliance of this clause shall be sufficient reason for cancellation of the Contract and forfeiture of the security deposit. In support of the wages

payment made as per Minimum Wages Act, the following document to be submitted along with bill put up for payment to the Secretary,RERA.

- Monthly Attendance Sheet
- Wages payment sheet with Bank Account
- Contributory Provident Fund, Work sheet with Challan
- ESIC, Work sheet with Challan
- Service Tax Challan

9. The Agency shall not at any time during the currency of this agreement sub-contract the job entrusted to them for performance to any other party.
10. The Agency shall affect Insurance at their own cost for their personal and properties belonging to them, RERA shall not be responsible for any damage/loss of any nature whatsoever.
11. In the event of dispute arising out of this agreement, Secretary,RERA shall be the sole Arbitrator and his decision shall be final and binding on both the parties.
12. The contract once awarded can be terminated by either party after giving one month notice to the other party. Nevertheless, RERA may terminate the contract of the Agency without any notice in case the Agency's services are not up to the mark and proper cleanliness is not maintained and commits a breach of any of the terms of the contract and Security Deposit will be forfeited. RERA's decision that a breach has occurred will be final and shall be accepted without demur by the Agency.
13. The RERA shall in no way be responsible for any default with regard to any statutory obligation and the Agency will indemnify RERA in case of any damage or liability, which may arise on account of action of Agency.
14. The Agency shall at all times indemnify and keep indemnified the owner and its officers, servants and agents from and against all third party claims whatsoever (Shall not be limited to property loss and damages, personal accidents, injury or death of persons or servants or agents of any Agency/sub- Agency(s) and the Agency shall at his own cost and initiative at all time, maintain all liabilities under Workman's Compensation Act, Fatal Accident Act, Personal Injuries, Insurance Act and/or Industrial Legislation from time to time in force).
15. Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the Agency.
16. RERA shall in no way be responsible in any dispute of whatever kind, between the Agency and the staff engaged by him.

17. The Agency shall arrange to render efficient service as per the terms & conditions of the tender/agreement. However, in case the Agency fails to maintain the service to the satisfaction of RERA and any expenditure incurred therein for alternative arrangements by RERA shall be recovered from the Agency.
18. The staff deployed by Agency shall be versed with the job requirement and shall not be changed without information to RERA.
19. All bills concerning Housekeeping services payments shall be put up by the Agency to Secretary,RERA for his verification and then only it shall be further processed and forwarded by P&A to Accounts Department for the payment of these bills.
20. The Agency will work in close co-operation with Secretary, RERA for the repair & Maintenance services as per tender.
21. The Agency shall ensure that no inward/outward material movements takes place from RERA premises without proper documents and, papers found completed in every respect and signed by authorized signatory of RERA which shall be communicated to the Agency, from time to time.
22. The RERA will not be responsible for any injury sustained to the personnel deployed by the Agency during the performance of their duties and also for any damages or compensation due to any dispute between the Agency and its staff.
23. The scope of the work and/or tenure of the contract shall be valid for **a period of one years** can be enhanced on mutual consent.
24. The Bidder shall have to provide employees in proper uniforms for services.
 - The Bidder shall have to deploy Minimum 06 Housekeeping staff Including one full time supervisor (semi skilled) and 5 (male/female) unskilled staff.
 - The Bidder before the start of work should submit the details of its housekeeping staff and supervisor. The Bidder also should furnish the full details regarding residential address, age, qualification along with photograph & telephone number of all housekeeping personnel for records. Any subsequent change shall be done only after the intimation to the RERA officer In Charge.
 - The Supervisor shall report to Secretary,RERA on daily basis regarding the housekeeping work undertaken in the RERA-Bhavan office.
25. The Bidder shall have to pay the Minimum Wages to the engaged staff, as per Minimum Wages Act. EPF, ESI etc. as per the respective Acts, must be deducted and deposited as per the prevailing provisions of the Act and amendments made there on from time to

time. The deployed staff would be the employees of the Bidder and they will no way be treated as the employees of RERA.

26. The Bidder shall be responsible for compliance of all statutory obligations under Contract Labor (Regulations & Abolitions) Act, Minimum Wages Act, Service Tax Act, Payments of Wages Act or any other applicable law in force in India at the time of award of the contract or in future.
27. The Bidder must pay its employees the wages as per the Minimum Wages Act as may be applicable from time to time. Non-compliance of this clause shall be sufficient reason for cancellation of the Contract and forfeiture of the security deposit. In support of the wages payment made as per Minimum Wages Act, the following document to be submitted along with each bill put up for payment to the Secretary,RERA .
 - Monthly Attendance Sheet
 - Wages payment sheet with Bank Account
 - Contributory Provident Fund, Work sheet with Challan
 - ESIC, Work sheet with Challan
 - Service Tax Challan
28. The Bidder shall be responsible for depositing (in separate challans exclusively for the Man-Power deployed in RERA) Provident Fund, ESI Contribution, Service tax and other statutory charges payable and shall attach documentary proof of having deposited the same along with the bill of the following month. The amount deposited should exactly match the amount deducted from the Salary of its employees. Non-compliance of this condition will be a sufficient reason for withholding payment for that month.
29. The Bidders are required to quote their rates as per the specification given in the Financial Bid. In case of Revision in Minimum Wages then RERA will reimburse the increased amount from time to time as per the revisions in the Minimum Wages Act on monthly basis on submission of separate bill for this purpose, over and above the monthly lump sum amount quoted by the Bidder in the Financial Bid, for revisions made in the Act from the date of the work order.
30. Under exceptional circumstances RERA reserves the right to change any term and condition as and when warranted.
31. **TERMINATION OF CONTRACT**
 - RERA may without prejudice, to any other remedy for breach of contract may terminate the contract in whole or in parts.
 - If the contractor fails to provide service to the satisfaction of RERA within the period (S) specified in the contract or any extension there of granted by RERA.

- If the Contractor fails to perform any other obligation (s) under the contract.
- If the contractor does not follow the labour laws or other statutes in the matter.
- If the contractor, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the RERA may authorize in writing) after receipt of the default notice from the RERA.
- RERA may without prejudice, to other rights under law or the contractor provided service done at the risk and cost of the contractor, in above circumstances.
- In the event of such termination, the proportionate performance Guarantee/Security Deposit of the component of work terminated shall be forfeited completely.
- Depending upon the severity of negligence, RERA reserves the right to blacklist the Bidder/contractor from further participation in any of RERA tenders/Contracts. The decision of RERA shall be final in this regard.

32. SETOFF

- Any sum of money due and payable to the contractor (including Performance/security deposit refundable to him) under this contractor may be appropriated by RERA and set off the same against any claim of RERA for payment of a sum- of money arising out of this contract or under any other contract made by contractor with RERA.

33. PENALTY

- In case of failure to perform daily service or if the quality of services is not satisfactory no payment shall be made for such area including imposing a penalty of maximum of 10% of the daily approved rate. An additional penalty of Rs.100/- (Rupees One hundred only) per day per toilet block shall be imposed for failure to carry out daily housekeeping services or unsatisfactory services of toilets.
- For failure to perform weekly or fortnightly activities, a penalty @10% of the monthly final bill amount (arrived at after all deductions pertaining to the work) shall be imposed.
- If contractor fails to perform any of the activities as per agreement, then without prejudice to any penalty and recovery imposed, RERA may carry out such part of the work at the risk and cost of the contractor.
- Decision of designated officer of RERA for this purpose shall be final and binding upon contractor.

34. The Tender document and all correspondence if any, between RERA and the Agency will be an integral part of the Agreement.

In witness there of the parties here into have affixed their signature on their behalf and through their authorized representative on this _____

For and on behalf of Agency

For and on behalf of RERA

Witness:

Witness: