

**National Highways & Infrastructure Development Corporation Limited**  
(A Public Sector Undertaking under the Ministry of Road Transport & Highways, Govt. of India)

3<sup>rd</sup> Floor, PTI Building,  
4- Parliament Street  
New Delhi-110001

**Dated: 26.06.2018**

**TENDER DOCUMENT**

**Selection of agency for providing services of Housekeeping staff and Security Guards in NHIDCL Headquarters, New Delhi.**

Earnest Money Deposit	: Rs.1,00,000/-
Cost of Bid documents	: Rs.1,000/-
Pre-Bid Conference	: 3:00 PM on 10.07.2018
Clarification on the Pre-Bid Conference (to be posted on <a href="http://www.nhidcl.com">www.nhidcl.com</a> )	: By 5:00 PM on 12.07.2018
Last date and time for submission of Bids	: 4:00 P.M. on 19.07.2018
Date and time for opening of Technical Bids	: 4:00 P.M. on 20.07.2018
Date and time for opening of Financial Bids	: To be notified later on

Dated: 26.06.2018

**TENDER NOTICE**

National Highways & Infrastructure Development Corporation Limited invites sealed tenders under **Two Bid System** i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Companies/ Firms/ Agencies (hereafter called Agency) for providing **services of Housekeeping staff and Security Guards at NHIDCL (HQ)**. The contract shall be initially for a period of **two years** (*likely to commence from 01.09.2018*) from the date of award of the contract, which may be further extended upon satisfactory performance, for another period of one year on the same terms & conditions or curtailed/ terminated at any time before expiry of contract period depending upon performance of agency/ requirement of NHIDCL. The exact requirement of such manpower shall vary from time to time at the discretion of NHIDCL based on requirement.

2. The complete Tender Documents can be downloaded from the website of NHIDCL [www.nhidcl.com](http://www.nhidcl.com).

3. The tenders are invited under two bid system i.e. Technical Bid and Financial Bid. **The technical bids** are to be submitted by both ways i.e. **Online as well as physically on** or before 19.07.2018 (1600 hours). The physical sealed bid super scribed “**Technical bid for selection of Manpower placement agency for providing Housekeeping staff and Security Guards for working in NHIDCL Headquarters at New Delhi and its Branch Offices located across India etc**” should be dropped in the Tender Box kept for the purpose at reception of NHIDCL at 3<sup>rd</sup> Floor PTI Building, 4 Parliament Street, New Delhi-110001 on or before the prescribed time and date.

4. **The Financial Bid** for selection of Manpower Placement Agency for providing Housekeeping staff and Security Guards for working in NHIDCL Headquarters at New Delhi and its Branch Offices located across India etc. **should be submitted only through online process at <https://eprocure.gov.in>** In case of assistance in this regard please contact Sh. Ravi Bharadwaj on his **mobile number # 9953090169**.

5. Interested Companies/ Firms/ Agencies may submit their bids complete in all respect along with Earnest Money Deposit (EMD) of Rs. 1,00,000/- (Rupees One Lakh only) and other requisite documents on or before 19.07.2018 by 4:00 P.M. to the **GM (HR), National Highways & Infrastructure Development Corporation Limited, 3<sup>rd</sup> Floor, PTI Building, 4-Parliament Street, New Delhi-110001**. **No bid shall be entertained after this deadline under any circumstance, whatsoever.** *The Technical Bids will be opened at 4:00 PM on 20.07.2018 itself and Financial Bids of only technically qualified bidders will be opened on a date to be notified later on, in the presence of authorized representative of the Bidders who wish to be present.*

6. NHIDCL reserves the right to amend or withdraw any of the terms & conditions contained in the Tender Document or to reject any or all bids without giving any notice or without assigning any reason thereof. The decision of the National Highways & Infrastructure Development Corporation Limited in this regard shall be final and binding on all the bidders.

**GM (HR)**

Copy to:

1. PS to MD & Director (A&F), NHIDCL
2. IT Cell - for display in NHIDCL and CPPP website.

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## SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

The National Highways & Infrastructure Development Corporation Limited situated at 3rd Floor, 4-Parliament Street, New Delhi-110001 requires reputed, experienced and financially sound Companies/ Firms/ Agencies for providing **services of Housekeeping staff and Security Guards** at NHIDCL Headquarters.

### **1. FOR HOUSEKEEPING SERVICES:**

Sweeping/ Cleaning/ Moping/ Dusting etc. of the office premises of NHIDCL located at PTI Building, Parliament Street, New Delhi-110001. The total covered area of the office premises of NHIDCL including open space and common area is approximately 13960 sq.ft. (7291.17 sqft at third floor, 2047.62 sqft at ground floor, 2673 sqft at 2<sup>nd</sup> Floor of PTI Building and 1948 sqft in Jeevan Tara Building). Total number of toilets in all office spaces are 08 (eight) nos. The detailed scope of work is given below:

#### **1.1 Daily Jobs To Be Carried Out By The Agency So Shortlisted And Deployed:**

All sweeping & cleaning works are to be carried out before 9.30 A.M daily by the staff so deployed at NHIDCL. The cleaning at NHIDCL premises involves the following:-

- a. In the morning before the office starts, deep cleaning of toilets using required detergent & phenyl, and by putting naphthalene balls and air purifiers in all urinals, washbasins and WC area.
- b. Cleaning of toilet(s) during the working hours are to be carried at regular intervals of 2 hours with phenyl and detergent etc.
- c. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, computers, telephones, curtains etc. with dry/wet cloth, feather brush and duster.
- d. Deep cleaning and moping of office entire space including common areas, before the office starts in the morning.
- e. Cleaning of the floors as and when required during the days.
- f. Regular cleaning of windows and window sills of all toilets to be carried out regularly.
- g. Regular clearing of drainage systems including removal of blockages and maintaining proper drainages of toilets shall be under the preview of the agency so deployed.
- h. Removal of beehives and cobwebs/ honey webs in office premises or surroundings, if any shall also responsibility of the agency so deployed.
- i. Removal and disposing the waste/ garbage on daily basis
- j. Removal of dead birds, animals like rats, insects, if any in and around the office premises.
- k. Collection of waste paper from rooms, baskets, lobbies and putting in garbage-bags at the specified location.
- l. Cleaning of carpeted floors with dry/ wet vacuum cleaners and suitable cleaning materials not harmful for carpeted flooring.
- m. To clean glass panes on doors, windows and partitions with soap/cleaning agent.
- n. Cleaning of waste paper and other garbage and removal from the office premises and dispose them at the suitable place earmarked by PTI/ civic agency.
- o. Spray of room fresheners at least twice a day in the entire office premises on all working days, additionally as and when required. Room fresheners should be of ISI Mark and of standard make.

#### **1.2 Weekly Jobs To Be Carried Out By The Agency So Shortlisted And Deployed:**

- a. Deep cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/ rooms, corridors with soap, detergents or any other cleaning material should be used at least once in a week.
- b. Deep cleaning of sofa with vacuum cleaners and leatherette upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality.
- c. Deep cleaning and sweeping of open area including window enclosers.

### 1.3 Jobs To Be Carried Out Fortnightly:

- a. Polishing of brass items with approved brass cleaning materials.
- b. Dusting of false ceiling, cupboards and cabinets etc. with soft brooms and cloth.

## 2. For Security Services:

- 2.1 The Security guards deployed by the agency shall be responsible for keeping a close watch on the buildings/ offices, gates, trespassing, encroachment, squatting or unauthorized occupation of surrounding areas. Security guards shall be responsible for having a watch on all incoming and outgoing personnel, visitors, goods, etc. Also, they will be responsible for theft, pilferage and other undesirable activities. They will maintain proper records of the movement of personnel and goods. They will also be responsible for the safe custody of keys of the buildings/ gates etc.
  - 2.2 The security guard deployed by the agency shall be physically fit and preferably be ex-serviceman, below 50 years of age and in good physical health and preferably at least 10th class passed.
  - 2.3 It shall be the duty of the security agency to arrange for alternate security guards in case of absence of personnel already deployed due to leave or otherwise.
3. The contract will be initially for a period of Two years (likely to commence from 01.09.2018), from the date of award of contract which may be further extended upon satisfactory performance for another period of one year. The period of contract shall be further extended on the same terms & conditions or curtailed/ terminated at any time before expiry of contract period depending upon requirement of NHIDCL.
4. The actual requirement of services, in terms of number of staff may increase or decrease during the currency of contract NHIDCL.
5. Various crucial dates/ time relating to “For providing services of Housekeeping staff and Security Guards in NHIDCL Headquarters, New Delhi, Companies/ Firms/ Agencies for providing Housekeeping staff and security guards in NHIDCL Headquarters at New Delhi” are as under:

(a)	Pre-Bid Conference	3.00PM on 10.07.2018
(b)	Clarification on the Pre-Bid Conference(to be posted on <a href="http://www.nhidcl.com">www.nhidcl.com</a> )	By 5.00 PM on 12.07.2018
(c)	Last date and time for submission of Bids	4.00 PM in 19.07.2018
(d)	Date and time for opening of Technical Bids	4.00 PM on 20.07.2018
(e)	Date and time for opening of Financial Bids of the technically qualified bidders	To be notified later on

6. The tenders are invited under two bid system i.e. Technical Bid and Financial Bid. The technical bids are to be submitted by both ways i.e. Online as well as physically on or before 19.07.2018 (1600 hours). The physical sealed bid super scribed “**Technical bid** for selection of Manpower placement agency for providing Housekeeping staff and Security Guards for working in NHIDCL Headquarters at New Delhi and its Branch Offices located across India etc” should be dropped in the Tender Box kept for the purpose at reception of NHIDCL at 3<sup>rd</sup> Floor PTI Building, 4 Parliament Street, New Delhi-110001 on or before the prescribed time and date.
7. The **Financial Bid** for selection of Manpower Placement Agency for providing Housekeeping staff and Security Guards for working in NHIDCL Headquarters at New Delhi and its Branch Offices located across India etc. **should be submitted only through online process at <https://eprocure.gov.in>**. Similarly The **Technical Bid** should also be submitted **through online process at <https://eprocure.gov.in>**. In case of assistance in this regard please contact Sh. Ravi Bharadwaj on his mobile number #9953090169.
8. The exemption of Tender fee and EMD to NSIC registration certificates issued by MSME will be allowed as per the Govt. policy

9. The interested Agencies may submit the bid complete in all respects along with the Earnest Money Deposit (EMD) for Rs.1,00,000/- (Rupees One Lakh only) and cost of bid documents @1000/- (non-refundable.) should be necessary kept in the sealed cover containing tech bid of the agency (in the form of Demand Draft/ Pay Order drawn in the favour of **National Highways & Infrastructure Development Corporation Limited, payable at New Delhi**, and other requisite documents in a sealed envelope addressed to GM(HR) and drop it in the tender box kept at 3<sup>rd</sup> Floor PTI Building, 4- Parliament Street, New Delhi-110001, failing which the tender shall be rejected summarily.
10. Successful bidder will have to deposit Performance Security of Rs.3,00,000/- (Rupees Three Lakhs Only) **within seven (7) days** from the date of issue of LOA, in the form of Fixed Deposit Receipt (FDR) made in the name of the Agency but hypothecated to the **Managing Director, National Highways & Infrastructure Development Corporation Limited, New Delhi** or Bank Guarantee issued in favour of **Managing Director, National Highways & Infrastructure Development Corporation Limited, New Delhi** covering two months in addition to the initial period of contract. On subsequent renewal/ extension of the contract, the FDR/ BG shall accordingly be renewed by the successful bidder for two months in addition to the extended contract period.
11. Agency shall be required to provide Uniform at the cost of agency to its entire staff deployed at NHIDCL, failing which the staff will not be allowed to attend duty and a penalty of Rs. 500/- per day will be levied for keeping the post vacant.
12. In case of breach of any of the terms and conditions attached to this contract, the Performance Security Deposit of the Agency will be liable to be forfeited by the National Highways & Infrastructure Development Corporation Limited besides annulment of the contract and the agency become liable for blacklisting.
13. **All sanitary and cleaning/ washing/ moping material shall be provided by the agency at their own cost.**
14. Conditional bids shall **not** be considered and will be summarily rejected in the very first instance.
15. A Pre-Bid conference would be held on **10.07.2018** at 03:00 PM. Interested Bidders seeking any clarification may participate in this conference. The written reply to these clarifications shall be posted on the Company website [www.nhidcl.com](http://www.nhidcl.com) by 5 PM of **12.07.2018**
16. All entries in the tender form should be legible and filled clearly. If the space for furnishing the information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. Non-adherence to this stipulation shall render the bid as non-responsive.
17. The Technical Bid of tenders shall be opened at **4:00 P.M. on 20.07.2018** and Financial Bids of technically qualified bidders shall be opened on the date to be notified later on at **3<sup>rd</sup> Floor, PTI Building, 4 - Parliament Street, New Delhi - 110001** in the presence of the authorized representative of the Bidder (if any), who are present on the spot at that time.
18. The **Competent Authority** of the National Highways & Infrastructure Development Corporation Limited reserves the right to cancel any or all the bids without assigning any reason.
19. **TECHNICAL BID MUST BE INDEXED AND PAGE NUMBERED.**
20. **All the pages of the tender document must be signed and duly affixed with the rubber-stamp of the firm as an acceptance of all the terms & conditions contained therein, by an authorized signatory.**
21. **In case the signatures are made by a person other than Proprietor or designated Official of the firm an authority letter in his/ her name must be attached in original.**

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**TECHNICAL REQUIREMENT FOR THE SERVICES OF HOUSEKEEPING STAFF AND SECURITY GUARDS AT NHIDCL**

1. The tendering Agency should fulfill the following technical specifications and furnish self-attested copies of documents in evidence of compliance with the specifications:-
  - (a) The Registered Office or one of the Branch Offices of the Agency should be located either in Delhi/ New Delhi or NCR region of Delhi.
  - (b) The Agency should be registered with the appropriate registration authority.
  - (c) The Agency should have successfully completed at least one work of similar nature valued not less than **Rs.28 Lacs** or two works of **20 Lacs** each or three works of **Rs. 14 Lacs** each, during the last 5 (five) years [providing services of Housekeeping Staff and Security Guards] to reputed Private Limited Companies/ Public Sector Companies and/ or Government Department etc., proof of which should be enclosed with the Technical Bid.
  - (d) The Agency should be registered with GST.
  - (e) The Agency should be registered under Employees Provident Fund and Employees State Insurance Act.
  - (f) Copy of PAN card.
  - (g) Certificate of Annual Return from CA. **The average Annual Turn Over of the company should not be less than Rupees 3 Crore and should have positive network during last 3 Financial years.**
2. **Attested copies of the documents indicating compliance with the above specifications/ requirements should be kept in the sealed envelope containing Technical Bids.**

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## REQUIREMENT

Type of Personnel	Requirement	Required Qualification and Experience	Remarks
Security Guard	<p>i. One Security Guard in 08 hourly shifts at third floor premises of NHIDCL in PTI for 24 hours (i.e. 1 guard x 3 = 3 nos.)</p> <p>ii. One Security Guard each in 08 hourly shifts at ground floor and second floor premises of NHIDCL in PTI for 16 hours from (6.00 am to 10.00 pm) (i.e. 1 guard x 2 shift X 2 places = 4 nos.)</p> <p>iii. One Security Guard in 08 hourly shifts in Jeevan Tara Building of NHIDCL office for 24 hours (i.e. 1 guard x 3 = 3 nos.)</p> <p><b>Total 10 number of guards</b></p>	Having minimum qualification as Matric pass preferably Ex-Serviceman	
Housekeeping Staff	<p>i. Three (03) at third floor premises of NHIDCL in PTI (02 nos. of staff from 08.00 am to 04.00 pm and 01 from 12.00 noon to 08.00 pm)</p> <p>ii. Two (02) at Ground Floor premises of NHIDCL in PTI (01 no. of staff from 08.00 am to 04.00 pm and 01 from 12.00 noon to 08.00 pm)</p> <p>iii. One number at 2<sup>nd</sup> floor office of NHIDCL in PTI Building from 08.00 am to 04.00 pm</p> <p>iv. One number in the office of NHIDCL in Jeevan Tara Building from 08.00 am to 04.00 pm</p> <p><b>Total 7 (seven) number of Housekeeping Staff</b></p>		

The above requirement is tentative and is subject to actual requirement as may be decided by NHIDCL.

Note: NHIDCL may require the services of Lady security guard which shall be arranged by the agency on demand in a short notice of say 01 hour at the same rate at which the male guards are being engaged.

### Evaluation of bids (qualifying only)

A minimum score for Technical Bid (Tn) of 60 (out of 100) is required for qualifying in technical bid evaluation based on the following criteria:-

Sl. No.	Parameters	Marks Allotted
1.	Length of experience of <b>providing services of Housekeeping Staff and Security Guards</b> to reputed Private Limited Companies/ Public Sector Companies and Government Department etc. (relevant proof to be attached with technical bids.)	2 marks for each completed year of service, subject to a maximum of 20 marks.
2.	Client profile-Number of Government organizations/ PSUs/ Private Limited Companies served/ presently being served <b>for providing services of Housekeeping staff and Security Guards</b> (relevant proof to be attached with technical bids)	2 marks for each client subject to maximum of 20 marks.
3.	Number of employees on the role of the Agency. Copy of the list duly certified by the CA to be enclosed.	02 marks for 50-75 employees 04 marks for 76-100 employees 06 marks for 101-125 employees 08 marks for 126-150 employees 10 marks for >150 employees
4	Level of client satisfaction for completion of works similar nature (providing manpower) valued not less than 4 Crore, during the last 5 (five) years (certificate from client organization to be attached with the technical bids). Maximum 15 best works would be considered for evaluation.	Based on grading in the client certificate, 4 marks for each Excellent/ Very Good grading, 3 marks for each Good grading, 2 marks for each Satisfactory grading, subject to maximum 20 marks.
5.	Sound financial standing of the tendering firm in terms of annual average turnover, during the last three years (relevant certificate from CA to be enclosed).	Annual Average Turnover during the last three Financial years • 20 marks for Rs.120 lakhs and above. • 15 marks for between Rs.100 lakhs and Rs.120 lakhs. • 10 marks for between Rs.80 lakhs and Rs.100 lakhs. • 05 marks for between Rs.60 lakhs and Rs.80 lakhs.
6.	ISO 9001-2008 Certification of the firm	Yes - 10 marks No - 0 marks

- a. Financial bids of only the technically qualified and eligible bidders would be considered for financial evaluation.
- b. **Final selection shall be based on the Quality & Cost Based Selection (QCBS) and not on L-1 basis in Financial Bid.** The 30% weight age shall be given to the Technical Bid and 70% weight age shall be given to the financial bid.

**The combined and final evaluation:**

- c. 100 marks will be awarded to the Agency who has quoted lowest 'Service Charges' in their Financial Bid (L-1) and pro-rata marks will be awarded to the other agencies accordingly.

**Marks awarded to Financial Bid (Fn) = (Service Charges Quoted by L-1 / Service Charges Quoted by the agency) X 100**

- d. Proposals will finally be ranked according to their combined scores of Technical (Tn) and Financial (Fn).

**Final Score of Technically qualified bidders (Hn) = (0.3 X Tn) + (0.7 X Fn)**

- e. The selected bidder shall be awarded the work based upon highest score obtained by them as has been shown above (i.e. H-1, bidder who is having the highest combined score of Technical and Financial bids).
- f. In case of tie in the combined Technical (Tn) and Financial (Fn) Scores the agency shall be selected or the award will be given to the agency by draw of lots in the office of MD, NHIDCL, as per the established procedure in presence of authorized representative of the bidders.
- g. NHIDCL shall draw a panel of up to the five selected bidders based on highest combined scores obtained by them in Technical and Financial bids. The highest scorer will be shortlisted for award of work.
- h. In case H-1 defaults, NHIDCL reserves the right to award the work to next highest bidder till H5, (i.e. H-2, H-3, H4, H5 in that order), provided the agency agrees to match the 'Service Charges' quoted by H-1, if their quoted 'Service Charges', are higher.

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## Terms and Conditions of Contract

### General

1. The contract may be extended, on the same terms and conditions for a further specific period mutually agreed upon by the successful Agency and National Highways & Infrastructure Development Corporation Limited.
2. The contracting Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency.
3. The requirement of the National Highways & Infrastructure Development Corporation Limited may increase or decrease during the period of initial contract and the bidder would have to provide additional Manpower, if required on the same terms and conditions.
4. The bidder shall be bound by the details furnished by him/ her to the National Highways & Infrastructure Development Corporation Limited, while submitting the tender or at subsequent stage. In case, any document furnished by him/her is found to be false at any stage, it would be deemed to be breach of terms of Contract making him/her liable for legal action besides termination of contract.
5. The National Highways & Infrastructure Development Corporation Limited, reserves the right to terminate the contract during initial period also after giving thirty days' notice to the contracting agency and in case of breach of terms of contract without any further correspondence in this regard.
6. **Duly authorized representative of Bidders will be allowed to participate in the bidding process on production of authorization letter.**
7. National Highways & Infrastructure Development Corporation Limited may ask for documentary evidence in respect of payment of statutory liabilities as and when required.
8. Service provider will pay the remuneration fixed by NHIDCL to its staff through RTGS in their respective Bank accounts under intimation to NHIDCL.
9. National Highways & Infrastructure Development Corporation Limited, shall verify the actual payment of statutory payments periodically, and if not satisfied, shall withhold the payments due to the service provider in addition to other legal action.

### LIABILITIES, CONTROL ETC. OF THE PERSONNEL DEPLOYED IN NHIDCL

10. The agency shall deploy the staff in NHIDCL with the prior consent and satisfaction of the NHIDCL. No staff, once deployed by the agency in NHIDCL, shall be replaced without the prior consent of the NHIDCL.
11. The agency shall ensure that the individual person deployed in the National Highways & Infrastructure Development Corporation Limited is physically fit and capable to discharge the duties assigned.
12. The Agency shall furnish the following documents in respect of the individual Manpower who will be deployed in or through the National Highways & Infrastructure Development Corporation Limited before the commencement of work.
  - a. List of persons deployed;
  - b. Bio-data of the person;
  - c. Attested copy of the Certificates and documents showing age, educational qualifications and experience

- d. Certificate of verification of antecedents of persons by local Police authority;
  - e. Identity Cards bearing photograph.
  - f. Aadhar number of the persons deployed (copy of the Aadhar Card may be provided).
13. In case the personnel deployed by the successful Agency commits any act of Omission/ Commission which amounts to misconduct/ indiscipline/ incompetence, the successful Agency will be liable to take appropriate disciplinary/ legal action against such persons, including their removal from site of work, when required by NHIDCL.
  14. The Agency shall replace immediately any of its personnel who are found unacceptable to the National Highways & Infrastructure Development Corporation Limited because of security risks, incompetence, conflict of interest, improper conduct etc. on instructions of the NHIDCL.
  15. The Agency shall depute a Coordinator who would be responsible for immediate interaction with the National Highways & Infrastructure Development Corporation Limited so that optimal services of the persons deployed by the Agency could be availed without any disruption.
  16. The Agency/ coordinator deployed by the Agency, shall ensure the sufficient and proper supply of all sanitary and cleaning material in NHIDCL. A penalty of @Rs.500/- per day for non supply/ availability of the material shall be imposed and shall be deducted from the bill for the respective month of the Agency.
  17. The Agency shall immediately provide a substitute in the event of any person absenting for duty on any day, leaving the job or is removed. The delay by the agency in providing a substitute beyond three working days shall attract a pre-estimated agreed liquidated damage @ 2 times the pro-rata remuneration per day per personnel on the service-providing agency.
  18. For all intents and purposes, the service providing Agency shall be the “Employer” within the meaning of different Labour Legislations in respect of personnel so deployed in the NHIDCL. **The persons deployed by the Agency in the NHIDCL shall not have any claims of Master and Servant relationship nor have any Principal and Agent relationship with or against the National Highways & Infrastructure Development Corporation Limited.** They shall in no case be entitled for claiming regularization/ employment in the National Highways & Infrastructure Development Corporation Limited, on the basis of having rendered services through the Contractor.
  19. The Agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to person deployed. The National Highways & Infrastructure Development Corporation Limited shall, in no way be responsible for settlement of such issues whatsoever.
  20. The National Highways & Infrastructure Development Corporation Limited shall not be responsible for any damages, losses, claims, financial or injury to any other person deployed by service providing agency in the course of their performing the functions/ duties, or for payment towards any compensation.
  21. The personnel deployed by the service providing agency shall not claim nor shall be entitled for pay, perks and other facilities admissible to casual, ad-hoc, temporary regular/ confirmed employees of the National Highways & Infrastructure Development Corporation Limited during the currency or after expiry of the Contract.

22. In case of termination of this contract on its expiry or otherwise, the personnel deployed by the service providing agency shall not be entitled to and will have no claim or any absorption nor any relaxation for absorption in the regular/ otherwise capacity in the National Highways & Infrastructure Development Corporation Limited.

### LEGAL

23. The Agency will be responsible for compliance of all statutory provisions relating to Minimum Wages, GST, Provident Fund and Employees State Insurance etc., if applicable in respect of the persons deployed by it in/ or through National Highways & Infrastructure Development Corporation Limited.
24. The Agency shall also be liable for depositing any Taxes, Levies, Cess etc. on account of service rendered by it to the National Highways & Infrastructure Development Corporation Limited to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
25. The Agency shall maintain all statutory registers under the applicable law. The Agency shall produce the same, on demand, to the concerned authority of the National Highways & Infrastructure Development Corporation Limited or any other authority under law. A compliance certificate in this regard will be submitted along with the bills every month.
26. The Tax Deducted at Source (TDS) shall be deducted as per the provisions of the Income Tax Department, as amended from time to time and a certificate to this effect shall be provide to the agency by the National Highways & Infrastructure Development Corporation Limited.
27. In case, the Agency fails to comply with any statutory/ taxation liability under appropriate law, and as a result thereof the National Highways & Infrastructure Development Corporation Limited is put to any loss/ obligation, monetary or otherwise, the NHIDCL will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary.

### FINANCIAL

28. The Technical bid should be accompanied with Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rupees One Lakh only) and cost of bid documents i.e. Rs.1,000/- (Rupees One Thousand Only), in the form of Demand Draft/ Pay Order drawn in favour of "National Highways & Infrastructure Development Corporation Limited, New Delhi" *failing which the tender shall be rejected out rightly. The Average Annual Turn Over of the company should not be less than Rs.3 Crore.*
29. The EMD in respect of the Agencies which do not qualify the Technical Bid (First Stage)/ Financial Bid (Second Stage) shall be returned to them without any interest. However, the EMD in respect of the successful bidder shall be adjusted towards the Performance Security Deposit. **In case the selected agency do not undertake the work upon award of Letter of Award (LOA) with in a period of 15 days, the agency would be liable to be blacklisted and debarred from future tendering in NHIDCL, in addition to forfeiting the EMD/ Performance Guarantee.**
30. The payment shall be made on conclusion of the calendar month only on the basis of number of working days for which duty has been performed by each Office Staff. Attendance along with certificate for satisfactory performance of the duties shall be provided to the agency for releasing payment to the Office staff deployed at NHIDCL.

31. The agency shall ensure that the remuneration to the deployed Office Staff is released by the 7<sup>th</sup> of the succeeding month, through RTGS and the proof of same (duly signed and stamped by the concerned Bank) shall be submitted to NHIDCL each month along with the bill.
32. The agency shall raise the bill, in triplicate, along with attendance sheet (duly verified by Competent Authority, NHIDCL) in respect of the persons deployed duly supported by Excel Sheet (as per direction/format issued by NHIDCL) mentioning details of payment made to each staff, statutory deductions of employee/employer share as well as certificate/statement regarding submission of statutory contribution in r/o staff deployed in NHIDCL with the concerned organization/agency(ies), GST etc and submit the same to the General Manager (HR), NHIDCL in the first week of the succeeding month. As far as possible the payment will be released by the second week of the succeeding month. However, NHIDCL shall not pay interest on any delay payment.
33. NHIDCL shall verify the actual payment made to the staff and deposit of statutory payments periodically, and if not satisfied, shall withhold the payments due to the service provider in addition to other legal action.
34. The National Highways & Infrastructure Development Corporation Limited reserves the right to withdraw/ relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the Manpower placement agency.

**General Manager (HR)**  
National Highways & Infrastructure  
Development Corporation Limited

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**ORDER FOR ARRANGEMENT OF DOCUMENTS WITH THE TECHNICAL BID**

1. Application - Technical Bid.
2. Attested copy of the Registration Certificate.
3. Attested copy of PAN/GIR Card.
4. Attested copy of the Service Tax registration letter/certificate, if any.
5. Attested copy of the PF registration letter/certificate, if any.
6. Attested copy of the ESI registration letter /certificate, if any.
7. Certified document in support of financial turnover of the agency during the last 3 years.
8. Certified documents in support of entries in column-5 of Technical Bid application.
9. Copy of the terms and conditions at page -16 to 19 in 'Tender Notice' with each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance.

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**APPLICATION- TECHNICAL BID**

**For selection of Agency for providing services of Housekeeping Staff and Security Guards in NHIDCL.**

1. Name of Tendering Company/Firm/Agency: .....  
(Attach certificate of registration)

2. Name of Proprietor/Director of Company/Firm/Agency: .....

3. Full Address of Regd. Office: .....  
.....  
.....

Telephone No.....  
FAX No.:.....  
E- Mail Address:.....

4. Full Address of Operating Branch: .....  
In Delhi/ NCR .....  
.....

Telephone No.:.....  
FAX No.:.....  
E- Mail Address:.....

5. (a) Banker of Company/Firm/Agency: .....

Full Address:.....  
.....  
.....

(attach certified copy of statement  
of A/c for the last three years)

(b) Telephone Number of Banker: .....

6. PAN/GIR No.: .....  
(attach attested copy) - (Indicate page no.....)

7. GST Registration No., if any: .....  
(attach attested copy) - (Indicate page no.....)

8. E.P.F. Registration No., if any: .....  
(attach attested copy) - (Indicate page no.....)

9. E.S.I. Registration No., if any: .....  
(attach attested copy) - (Indicate page no.....)

10. Financial turnover of the tendering Company/Firm/Agency for the last three Financial Years with documentary proof and certificate of the Chartered Accountant thereof (Indicate page no.....) (Attach separate sheet if space provided is insufficient)

Financial Year	Amount (Rs. Lakhs)	Remarks, if any
2015-16		
2016-17		
2017-18		

11. Give details of the major clients served/ presently being served (starting from the beginning for counting the length of experience) by tendering Company/Firm/Agency in the following format:

(If the space provided is insufficient, a separate sheet may be attached)

Sl. No.	Details of client along with address, telephone and FAX numbers	Amount value of Contract (Rs. In Lakhs)	Duration		Page no. of proof
			From	To	
1.					
2.					
3.					
4.					
5.					
6.					

12. Copy of client satisfaction for completion of works of similar nature (providing services of Housekeeping Staff and Security Guards) valued not less than 20 lakhs each, during the last 7 (seven) years.

Sl. No.	Details of client along with address, telephone and FAX numbers	Amount value of Contract (Rs. In Lakhs)	Grading awarded by client			Page no. of proof
			Excellent	Good	Satisfactory	

13. Number of employees on the role of the Agency -----  
 (Copy of the list duly certified by the CA to be enclosed) (Indicate page no.....)

14. ISO 9001-2008 Certification of the firm -----

15. Additional information, if any (Attach separate sheet, if required)

16. a) Details of Earnest Money Deposit: Rs.1,00,000/-(Rupees One Lakh Only)

D.D/P.O. No & Date: .....

Drawn on the: .....

Bank: .....

b) Details of cost of bid documents: Rs.1,000/- (Rupees one thousand only)

D.D/P.O. No.& Date: .....

Drawn on the Bank: .....

Signature of authorized person

Date:  
Place:

Name:  
Seal:

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**DECLARATION TO BE SUBMITTED ON AFFIDAVIT**

With reference to our tender for providing services of Housekeeping staff and Security Guards in NHIDCL Headquarters, New Delhi, we hereby declare that:

1. I, ..... Son/Daughter/Wife of Shri.....  
Authorized signatory of the company/agency/firm mentioned above, is competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them:
3. I indemnify NHIDCL against any loss incurred by NHIDCL due to any act of omission or commission by the manpower deployed in NHIDCL through my Company/ Agency/ Firm.
4. My Company/ Agency/ Firm has not been blacklisted/ debarred from participating in tender of any Ministry/ Department/ PSU of Government of India in last three years.
5. The information/ documents furnished along with the above application are true and authentic to the best of my 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 tender at any stage besides liabilities towards prosecution under appropriate law.
6. We are complying all statutory liabilities relating to taxes, payment of minimum wages and other statutory liabilities such as ESI, EPF, GST etc thereon.

**Signature of authorized person (s)**

**Date:**

**Name:**

**Place:**

**Seal:**

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**APPLICATION - FINANCIAL BID**

**For selection of Agency for providing services of Housekeeping staff and Security Guards (in NHIDCL).**

1. Name of tendering Company/ Firm/ Agency:.....
2. All staff deployed in the National Highways & Infrastructure Development Corporation Limited will be paid their remuneration on monthly basis by the Company/ Firm/ Agency through RTGS and the proof of same shall be submitted to NHIDCL each month. NHIDCL may verify the same and in case of any default, NHIDCL shall withhold the payments due to the service provider in addition to taking legal action.
3. The Agency will have to furnish an Affidavit that it is in compliance with all statutory liabilities relating to taxes, payment of minimum wages and other statutory liabilities thereon.
4. All statutory payments such as ESI, EPF, GST etc. are not be quoted by the bidders, only the agency/ service charges to be charged by the service provider is to be quoted in column no.(c) below:

Sl. No.	Component of Rate	Amount in Rs. per person/per month
A	B	C
i.	Monthly remuneration payable to per person deployed by the agency.	The agency has to ensure that the staff so deployed at NHIDCL must get minimum wages as notify by Govt. of NCT of Delhi and amended from time to time.
ii.	Employees Provident Fund	Not to be quoted by the bidder. It shall be paid as per rules framed by EPFO from time to time.
iii.	Employees State Insurance	Not to be quoted by the bidder. It shall be paid as per rules framed by ESIC from time to time.
iv.	GST Liability	Not to be quoted by the bidder. It shall be paid as per rules framed by Customs and Excise department from time to time.
v.	Agency Adm. / Service Charge/ Any other liability / Charges (Pl Indicate)	<b>To be quoted in % of the amount payable as in (i) above.</b> (i) Quoted % In Words ..... ..... (ii) Quoted % In figure .....

**Please Note:**

5. Justifications to the Financial Bid (service charges quoted in the financial bid) in terms of the Cost of accessories and cleaning material as has been indicated in scope of work must be attached failing which the bid shall not be evaluated.

**The bid shall be rejected, in the absence of proper financial justification of the quoted 'Service Charges against full and proper payment(s) of the item(s) as mentioned above.**

Signature of authorized person(s)

Date:

Name:

Place:

Seal:

**Notes:**

1. The Administrative/ Service Charge/ Any other liability/ charges (mentioned in para 5 above) to be charged by the service provider should be quoted in percentage term only on remuneration to be paid to each personnel (excluding taxes as at para 5(c) above). **The amount so quoted should include all liabilities of the agency towards the deputed staff for any other personal exigencies.**
2. **In cases where the bidder has submitted "NIL" Charge/ Amount over and above the remuneration payable to the Manpower, the bid shall be treated as unresponsive and will not be considered in terms of the provision of Ministry of Finance, Department of Expenditure OM NO. 29(1)/2014-PPD dated 28<sup>th</sup> January, 2014.**
3. The payment shall be made on conclusion of the calendar month only on the basis of number of working days for which duty has been performed by each Staff so deployed.
4. The agency shall ensure that the remuneration to the deployed Staff is released by the 7<sup>th</sup> of the succeeding month and the proof of same shall be submitted to NHIDCL each month. NHIDCL may verify the same and in case of any default, NHIDCL shall withhold the payments due to the service provider in addition to taking legal action.

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