



**भारत संचार निगम लिमिटेड**  
( भारत सरकार का उपक्रम )  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

O/o THE PRINCIPAL, REGIONAL TELECOM TRAINING CENTRE (CHENNAI),  
CHENNAI TELEPHONES  
PERIYAR SALAI, SIDCO INDUSTRIAL ESTATE, MARAIMALAI NAGAR- 603 209.

## **On line-Tender document**

**NIT No: RTTC Chennai/2018-2019/House Keeping/1 dt. 23/01/2019**

**Name of work:** On line tender document for House keeping services at Regional Telecom Training Centre (RTTC), Maraimalai Nagar-603209 & District Telecom Training Centre (DTTC), East Tambaram, Chennai -600 059.

Single stage bid  
(Two stage opening - Technical & Financial Bid)

**Tel: 044-27455670 / 044-27455661**  
**Fax: 044-27455684**



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DRAFT NIT

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**Name of work:** On line tender document for House keeping services at Regional Telecom Training Centre, Maraimalai Nagar-603209 & District Telecom Training Centre, East Tambaram, Chennai -600 059.

Estimate cost put to Tender : Rs.12,45,000/- (Excluding GST)

Cost of the Tender Document : Rs.590/-(Rs.500 +GST 18%)

Bid security : Rs.1,24,500/-

Online Tender conducted through : [www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL)

Contract period : One year

Certified that this Draft NIT contains 60 pages only.

Divisional Engineer (Infra)  
Regional Telecom Training Centre  
Chennai – 600 059

Principal (RTTC)  
Maraimalai Nagar.  
Pin: 603209

N.I.T approved for Rs. 12,45,000 ( Rupees Twelve lakhs forty five thousand only)

Principal General Manager (HR & ADMN)  
BSNL, Chennai Telephones  
Chennai -10.

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**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

**CHENNAI TELEPHONES**  
**NOTICE INVITING ON LINE TENDER**  
**Office of the Principal RTTC , Maraimalai Nagar- 603 209.**

**SECTION - I**

**On line Tender No: RTTC Chennai/2018-2019/House Keeping/1 dt. 23/01/2019**

1. The Principal General Manager (HR&ADMN), BSNL, Chennai Telephones on behalf of Bharat Sanchar Nigam Limited invites on line bids from reputed and experienced contractors for Housekeeping work at **Regional Telecom Training Centre, Maraimalai Nagar- 603 209 & DTTC, East Tambaram, Chennai 600 059** for a period of one year.

Tender Document Available Online For Downloading	From 11:00 hours of 23 / 03 / 2019 to 16:00 hours of 11 / 04 / 2019
Last Date & Time For Submission of Online	Upto 11:00 hours of 12 / 04 / 2019
Last Date & Time For Submission of Offline Documents	Upto 11:00 hours of 12 / 04 / 2019
Date & Time of Opening of Technical Bid	At 11:30 hours of 12 / 04 / 2019
Cost of Tender Document	Rs.590/-(Rupees Five hundred and ninety only)
Estimated Cost In Rupees	Rs.12,45,000/-(Rupees Twelve Lakhs forty five thousand only) <b>[ Excluding GST]</b>
Bid Security In Rupees	10% of the annual contracted amount
EMD Payable by the Bidder	Rs.31,125/- (Rupees Thirty one thousand one hundred and twenty five only)

1.1. The bidder shall have satisfactorily completed similar works as detailed below during the past three years ending last day of the month previous to the one in which the tenders are invited.

Total Estimated Cost of the Tender Rs. 12,45,000/-
Nature of Experience
One similar completed work of House Keeping Services not less than Rs.99,6,000/-
OR
Two similar completed work of House Keeping Services not less than Rs.7,47,000/-
OR
Three similar completed work of House Keeping Services not less than Rs.4,98,000/-

**Note :**

1. For the purpose of para 1.1, the word 'similar works' means providing House Keeping Services to any PSU / Central / State Govt / other Govt; autonomous body. This invitation for bid is open to all the Indian Nationals, having experience of minimum THREE years as on date of submission of the Tender, in the field of undertaking the

work of providing cleanliness, maintenance and upkeep in reputed corporate offices, Central Govt. establishments, State Govt. establishments etc.

The intending bidders shall have experience of House Keeping Services to any PSU / Central / State Govt; / other Govt; autonomous body during the past three years ending last day of the month previous to the one in which the tenders are invited under this NIT. The bidder shall produce the experience certificate issued by an officer not below the rank of DGM for having satisfactorily executed House Keeping Services.

**2. No physical copy of the tender document would be sold as the proposed tendering is through on line.** BSNL has engaged e-portal maintained by M/S ITI, New Delhi for process of online tendering. The bidders intending to participate in the tender shall get themselves registered with ITI, New Delhi. For further details kindly visit website **[www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL)**.

2.1. The bid document consisting of schedule of quantities of various requirements with various activities of House keeping services work to be executed, terms and conditions of the contract to be complied with and other necessary documents can be seen & downloaded from the website **[www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL)** or **[www.chennai.bsnl.co.in](http://www.chennai.bsnl.co.in)** or **<https://eprocure.gov.in/eprocure/app>** (Central Public Procurement Portal – CPPP) at free of cost. The bidder participating in the tender/bid shall submit the cost of tender/bid document of Rs 590/- through DD/Banker's cheque failing which the tender/bid shall be left unopened/rejected. The DD/Banker's cheque shall be drawn from any Nationalized/Scheduled bank in favour of **“AO(C&A), HQ, BSNL, Chennai Telephones”** and payable at Chennai.

Bidders must register on the e-tender portal, if not registered earlier, follow all the instructions for participating in the bidding of the tender. The bidders cannot participate in the tender without downloading official copy of the tender document. **The Tender document shall not be available for download after its submission/closing date.**

### **3. AVAILABILITY OF THE TENDER DOCUMENT:**

The tender document shall be available for downloading during the period mentioned at Clause 1 of section-I, NIT.

4. Any queries regarding the scope of work and other details of the tender document may be clarified from this office on all working days.

5. **“The Principal General Manager (HR & Admn), Chennai Telephones, is the authority to accept the Tender “.**

6. The bidder shall furnish the EMD/Security Deposit in any one of the following ways:

a) Demand Drafts/Banker's Cheque drawn in favour of **“AO (C&A), HQ, BSNL, Chennai Telephones”** and payable at Chennai.

b) Bank Guarantee as prescribed in format given in under **(Annexure-VI)** from a scheduled bank drawn in favour of Principal RTTC, Chennai Telephones, Chennai which should be valid for 120 days from the tender opening date.

c) The MSME units are exempted from submission of bid security deposit on production of requisite proof in respect of valid certification from MSME for the tendered item/work.

7. The electronic bidding system would not allow any late submission of bids after due date & time as per server time. The offline documents shall not be accepted after the last date and time specified in the bid document.

8. **OPENING OF ON LINE BIDS:** BSNL has adopted e-tendering process which offers a unique facility for 'Public Online Tender Opening Event (TOE). BSNL's Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. However, if required, authorized representatives of bidders (i.e. contractor) can attend the TOE at the O/o Principal, DTTC, MES Road, East Tambaram, Chennai - 600059 where BSNL's Tender Opening Officers would be conducting Public Online Tender Opening Event (TOE). **The date and time of opening of Technical bid is 12/04/2019 at 11:30 hrs.** The date and time of opening of financial bid shall be communicated to technically qualified bidders later on.

**Note:-** In case the date of opening of bid is declared to be a holiday or unforeseen internet failure at the opening venue on the scheduled opening date, the date of opening of bid will get shifted automatically to next working day at the same scheduled time. However, in the absence of such notification, the bids shall be opened on the next working day but time and venue shall remain unaltered. Any change in bid opening date due to any other unavoidable reason will be intimated to all the bidders separately.

8.1. At the time of opening the bids, initially offline submitted envelopes (as mentioned at Section-II Part A para 14) of all bidders will be opened. The Electronic envelope consisting of Commercial, Technical bid of only those bidders will be opened who would have submitted required documents as offline submissions as per para 1 of Section-II Part A in a sealed envelope bearing tender number, name of item )".

8.2. The competent authority on behalf of Bharat Sanchar Nigam Limited does not bind himself to accept the lowest or any other tender and reserves the right to reject any or all the tenders received without assigning any reason. Tender in which any of the prescribed conditions is not fulfilled or any condition including that of conditional rebate is put forth by the tenderer shall also be summarily rejected.

9. The bidder shall furnish a declaration that no addition / deletion / corrections have been made in the downloaded on line tender document being uploaded and it is identical to the on line Tender appearing as on the tender Portal (<https://www.tenderwizard.com/BSNL>).

10. In case of any correction/ addition/ alteration/ omission found in the on line tender document, the tender bid shall be treated as non-responsive and shall be rejected summarily.

11. BSNL reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contract entered into with BSNL and blacklist such bidder for a suitable period in case they fail to honour their bid without sufficient reasons.

12. The Contractor shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for the service and of the rates except as otherwise provided, cover all his obligations under the Contract and all matters and things necessary for the proper completion of service.

13. If there are varying or conflicting provisions made in any one document forming part of the contract, is accepted ie. the accepting authority shall be the deciding authority with regard to the intention of the document and his decision shall be final and binding on the contractor.

14. The entire bid- (technical bid and financial bid) submission would be online on the portal of M/s ITI Limited <https://www.tenderwizard.com/BSNL> as detailed in **section II- Part A**.

15. For further instructions regarding submission of bids online, the bidder shall visit the homepage of the portal (<https://www.tenderwizard.com/BSNL>).

**Note:-** All documents submitted in the on line bid offer shall preferably be in English. In case the certificate viz. experience, registration etc. is issued in any language other than English, the bidder shall attach an English version of the same duly attested by the bidder & the translator to be true copy in addition to the relevant certificate. Utmost care to be taken to scan documents so that the total size of documents to be uploaded remains minimum. If required, documents may be scanned at lower resolutions say at 150 DPI, however, it shall be the sole responsibility of bidder that the uploaded documents remain legible.

The Principal,  
Regional Telecom Training Centre,  
Periyar Salai, SIDCO Industrial Estate,  
Maraimalai Nagar -603209,

**SECTION – II (PART-A)**  
**GENERAL CONDITIONS OF TENDER**

PGM (HR& ADMN), proposes to enter into works contract agreement for “House Keeping” in the buildings and compound of the office premises of Regional Telecom Training Centre, Periyar Salai, SIDCO Industrial Estate, Maraimalai Nagar- 603209 & District Telecom Training Centre, No.9, MES ROAD, EAST TAMBARAM, Chennai 600059.

This section deals with general conditions of the agreement. Terms & Conditions of this agreement are available in Section III PART - B. Commercial conditions are given in Section III PART - A.

**The general conditions of this bid are as under:**

1. Statement of Compliance on all the terms and conditions of the agreement must be submitted as per Annexure II. In case the Statement of Compliance is not enclosed with the offer, the same shall not be considered.

In addition to the two separate Demand Drafts (For EMD and for Tender document fee), the following documents should be enclosed with the completed tender form:

a) GST Registration certificate.

b) Registration certificates with ESI and PF Commissioner

c) Workmen Compensation Insurance Certificate

d) PAN Number

e) Labour License from the Labour commissioner for operating this type of services which should be in currency on the date of opening of tender. Further, the contract will be awarded to the qualified bidder possessing a valid labour license in currency at the time of award of work.

(Note: The payment of each bill submitted by the selected contractor will be done only after ensuring that the labour license is in currency).

f) Copy of the Work Orders as on date of submission of Tender along with the Certificate of Performance issued by the Officer of the rank of Group ‘A’.

g) A declaration to the effect that any of their relatives are not employed in BSNL.

h) DD for the EMD or cash receipt issued by AO (COBA) for having received EMD amount or by PBG in the proforma for EMD / Bid security provided at Annexure VI of this tender.

i) Article or Memorandum of Association or Partnership deed or Proprietorship deed as the case may be.

**2. TYPE OF TENDER:** Single stage bidding but two stage opening i.e., technical & financial bid separately. The eligibility-cum-technical bid will be opened in the presence of the representatives of the bidders at the time and date mentioned in **para 1 & para 9 of Section- I** of NIT. Financial bids of technically qualified bidders shall be opened at a later date under intimation to all technically qualified bidders. The time, date and venue of the



opening of financial bid will be intimated only to those technically qualified bidders. No correspondence in this regard will be entertained.

2. 1. ***The BSNL shall have the right to e-reverse the price bid after opening of the financial bid in case the rate quoted by the lowest bidder found to be abnormally very low / high.***

3. **BID VALIDITY PERIOD:** The bid shall remain **valid for 120** days from the date of opening and the bid valid for a shorter period shall be rejected by the BSNL as non-responsive. However, *all the bidders in the zone of consideration* shall extend the validity of the bid if required by BSNL due to any administrative reasons. A bidder accepting the request of BSNL for an extension validity of bid period, in exceptional circumstances, will not be permitted to modify his/their bid.

4. The entire bid-submission shall be online on the portal of M/s ITI Ltd <https://www.tenderwizard.com/BSNL>. The bidder is requested to examine all instructions, forms, terms and conditions in the bid documents. Failure to furnish all the information required as per bid document shall result in rejection of the bid.

5. Before the deadline for submission of bids, the BSNL may modify the bidding documents by issuing online corrigendum, if any. The corrigendum will appear on the web page of the website [www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL) in under "Latest Corrigendum" and email notification is also automatically sent to those bidders who have downloaded bid.

5.1 Any addendum thus issued shall be part of the bid document and deemed to have been communicated to all the bidders who have downloaded the bid. In case of any addendum /corrigendum, the system will automatically send e-mails to all the bidders who have downloaded the bid document.

5.2 BSNL shall extend the last date for submission of bid, if necessary, specified in **para 1 & para 9 under Section - I** to give reasonable time to prospective bidders to finalise the tender by taking such addendum in to account.

5.3. A prospective bidder requiring any clarification on the bid document shall notify to BSNL in writing through E-mail ID: **rttcchennai@gmail.com**.

6. **POST BID CLARIFICATION:** No post bid clarification at the initiative of the bidder shall be entertained. However the BSNL at their own discretion may call for any clarification regarding the bid document within a stipulated time, if any after opening of technical bid. In case of non-compliance to such clarification, the bid shall be out rightly rejected without entertaining further correspondence in this regard.

#### **7. MODIFICATION AND WITHDRAWAL OF BID:**

a) The bidder may modify, revise or withdraw his/their bid after submission prior to deadline prescribed for submission of bid subject to the e-tender platform procedure.

b) The bidder's modification, revision or withdrawal shall have to be online and digitally authenticated as per **para 8 to 11 of this section**.

c) Subject to clarification of bids vide para 5 & 6 of this section and para 7 of Section-I, no bid shall be allowed for modification subsequent to the deadline for submission of bids.

8. **TECHNICAL BID SUBMISSION (ONLINE ONLY)** : List of mandatory documents to be uploaded under **technical bid** for meeting **eligibility criteria**. Tender shall be summarily rejected, if any of the following documents are not uploaded.

- a) Digitally signed bid document including corrigendum and addendum, if any downloaded from <https://www.tenderwizard.com/BSNL> for having read the terms & conditions of the bid.
- b) Scanned copy of DD/ Banker's Cheque -Towards bid security.
- c) Scanned copy of DD/ Banker's Cheque -Towards cost of bid document.
- d) Scanned copy of proof of having requisite valid experience certificate issued by an officer not below the rank of Deputy General Manager or equivalent of any PSU / Central / State Govt. / other Govt. autonomous body for having satisfactorily executed the contract of similar works.
- e) Scanned copy of current registration certificate issued by MSME/NSIC for the similar nature of this tender against claiming exemption of bid security & cost of tender document, if applicable.
- f) Valid Labour License from the Labour commissioner.
- g) Scanned copy of GST registration certificate.
- h) Scanned copy of Income Tax Permanent account number.(PAN)
- i) Scanned copy of Income tax return filed for the past two years.
- j) No near relative certificate duly filled in as required under **Section- V Part – B** as per format given at **Annexure -IX**.
- k) Declaration duly filled in regarding non-blacklisted/ not debarred from participating in tender of BSNL as per **Annexure - XI**.
- l) Self-declaration that the bidder is not blacklisted by GST authorities.
- m) Article or Memorandum of Association or Partnership deed or Proprietorship deed as the case may be.

9. List of documents to be scanned and uploaded for technical bid evaluation.

- a) Self-declaration to the effect that the bidder has a local office at Chennai duly indicating the local business address, phone number, email id etc;
- b) Certificate of incorporation, Article or Memorandum of Association or Partnership deed or Proprietorship deed as the case may be.
- c) Bid form duly filled in, as per **Annexure - IV**.
- d) Self-declaration to the fact that no addition / deletion / corrections have been made in the uploaded on line tender document.
- e) Tenderer's profile duly filled in, as per **Annexure- V** of the tender document.
- f) Labour License from the Labour commissioner for operating this type of services which should be in currency on the date of opening of tender. Further, the contract will be awarded to the qualified bidder possessing a valid labour license in currency at the time of award of work.  
(Note: The payment of each bill submitted by the selected contractor will be done only after ensuring that the labour license is in currency).
- g) Solvency certificate from the banker of the tenderer obtained after the date of NIT.

10. **FINANCIAL BID SUBMISSION (ONLINE ONLY)** : The bidder shall quote rate separately by downloading the financial schedule available in the portal and shall upload the same after filling the rates in column "D". However, all the bidders shall compulsorily quote the rate failing which the bid shall be treated as non-responsive and shall lead to summary rejection of the bid. No hard copy of financial bid required to be submitted. The format for financial bid shall not be changed in any manner. Addition / deletion / alteration of the text will automatically render the tender invalid and liable for rejection. In no case the financial bid or copy should be submitted to Principal RTTC Chennai, Maraimalai Nagar. For Broad guidelines on e-tendering kindly follow the instructions available in Special instructions to bidders for on line Tendering process - E-Tendering Instructions to Bidders.

11. The bidder shall submit his/their bid online complying with all eligibility conditions & other terms and conditions of tender document along with the clarifications and amendments issued in this respect, if any. All the documents must be authenticated using digital signature by the authorized person.

## 12. SUBMISSION OF BIDS

### i. Date /Time of Submission

a) Last Date/ Time of submission of Bid Online: **Up to the time and date mentioned at Para 1 of Section- I (NIT).**  
b) Last Date /Time of Submission of documents in hardcopy: **Up to the time and date mentioned at Para 1 of Section- I (NIT) for submission of bids.**

- ii. The bidder shall submit his bid, online, complying all eligibility conditions, other terms and conditions of tender document to be read along with the clarifications and amendments issued in this respect. **All the documents must be authenticated using Digital Signature by the authorized person.** The letter of authorization shall be indicated by written power-of-attorney accompanying the bid.
- iii. The bid shall contain no inter lineation, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrected documents or revisions shall be authenticated by the person signing the bid using digital signature. **All pages of the original bid, except for un-amended printed literatures, shall be digitally signed by the person or persons signing the bid.**

12.1. RTTC Chennai, Maraimalai Nagar may, at his discretion, extend this deadline for the submission of bids by amending the Bid documents. All rights and obligations of the RTTC Chennai, Maraimalai Nagar and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

12.2. One bidder can submit only one bid. If more than one bid is submitted by a bidder, all the bids of the said bidder shall be disqualified.

12.3 The bidder shall submit for all items as indicated in the schedule of requirement in Annexure - B of Section - V Part – A of the bid documents.

12.4 In case of the bidder being a firm, Power of Attorney should be executed by all the partner(s) in favour of the said attorney.

12.5 Any correction or overwriting in Technical Bid / Financial Bid should be attested by the tenderer by putting his full signature with date.

13. **LATE BID:** No bid shall be accepted online by E-tender Portal after the specified deadline for submission of bids prescribed by the purchaser.

14. **OFFLINE SUBMISSION OF TECHNICAL BID DOCUMENT:** List of hard copy of documents in original to be submitted offline in sealed separate cover to the **Principal DTTC, MES Road, East Tambaram, Chennai - 600 059**, on or before the date & time of submission of bids as specified in the NIT.

- a) Demand drafts/Banker's cheque towards bid security.  
b) Demand drafts/Banker's cheque towards cost of tender document.  
c) Declaration duly signed under his/their signature as to the fact that no addition/deletion/ correction have been made in the downloaded on line tender document while uploading the same and it is identical to the on line tender document appearing on line tender Portal.  
d) Scanned copy of current registration certificate issued by MSME/NSIC for the similar nature of this tender against claiming exemption of bid security & cost of tender document, if applicable.

**15. Earnest Money Deposit:** (It does not carry any interest)

A sum of **Rs.31,125 /-** (Rupees Thirty one thousand one hundred and twenty five only) in the form of Demand Draft drawn in favour of **“AO (C&A), HQ, BSNL, Chennai Telephones ”** and payable at Chennai should be enclosed along with the tender towards the Earnest Money Deposit. The Earnest Money Deposit shall be forfeited in case the Tenderer does not abide by his offer. The tenders received without Earnest Money Deposit shall be rejected. The details of the Earnest Money Deposit should be furnished in the form available at Section – V Part – B Annexure-VII.

15.1 EMD can also be furnished in the form of Bank Guarantee from a scheduled bank drawn in favour of the Principal General Manager (HR &Admn) O/o CGM, Bharat Sanchar Nigam Limited, Chennai Telephones, Chennai-10 which should be valid for 120 days from the tender opening date. The form at Section – V Part – B Annexure-VI for EMD is to be used for this purpose.

15.2. The MSME units shall be exempted from submission of Bid Security deposit on production of requisite proof in respect of valid certification from MSME for the tendered item.

15.3 In case of unsuccessful tenderers, the Earnest Money Deposit will be refunded within a month of the finalisation of the tenders and on submission of Advance Stamped Pre-Receipt at Section – V Part – B Annexure-III and Vendor Master creation form at Annexure--XIII. The Earnest Money Deposit of the successful bidder will be adjusted against the Security Deposit or refunded as per the option exercised by the bidder. EMD of successful bidder will also be liable for forfeiture if the bidder has not paid the Security Deposit within 14 days from the date of issue of Letter of Intent.

**16. SECURITY DEPOSIT:**

The successful tenderer shall be required to submit a Security Deposit in the form of Bank Guarantee, or DD in favour of **AO (C&A), HQ, BSNL, Chennai Telephones** for an amount equivalent to 10% of the annual agreed amount, which is valid for 18 months from the date of the contract.

16.1 The Security Deposit shall not carry any interest. The Security Deposit shall be forfeited in case the tenderer fails to discharge his duties and the contract is terminated pre-maturely. The Security Deposit shall be refunded after the expiry of the contract period. The Security Deposit should be paid within 14 days from the date of issue of letter of Intent.

16.2 However, in no case the validity period of the PBG should be less than the period by which all the contractual obligations of the bidders in the respective tenders are likely to be fulfilled.

16.3 BSNL may ask for extension(s) of the validity period till the time all contractual obligations have been satisfactorily performed by the supplier.

**16.4 EXTENSION OF BANK GUARANTEE**

If extension of the Bank Guarantee is required then the contractor should be intimated at least two months before the expiry date for furnishing the extension well in time. If extension is not received 15 days before the expiry of the Bank Guarantee, then a formal letter should be issued to the bank asking for revocation unless the Bank Guarantee is extended as per BSNL requirements. If the Bank Guarantee is not extended then it should be encashed. It should be ensured that the Bank Guarantee is not allowed to expire in any circumstances.

**16.5 Format of Performance Security (PBG)**

Performance Bank Guarantee is to be provided in the form as per Annexure-VII of this tender.

16.6 Verification of the Bank Guarantees

**Bank Guarantees submitted by the bidders as Performance security or additional bank guarantee must be immediately verified from the issuing Bank before acceptance.**

16.7 It may be noted that there will be exemption for MSME from production of submission of PBG/Security Deposit.

**17. Date of submission of tender: On or before 11:00 hours of 12/04/2019**

**18. Date of Opening of tender: At 11.30 hours on 12 /04/2019**

**19. Venue for opening of Tender: Chamber of the Principal DTTC, MES Road, East Tambaram, Chennai - 600 059.**

**Bid opening:** The purchaser (BSNL) shall open the bids in the presence of the authorized representatives of bidders on line who choose to attend at the time & date specified in the NIT. The bidder's representatives, who choose to present there, shall sign in the tender opening register. Authorization letter to be submitted before bid opening in the prescribed format as given in Annexure-VIII to allow their representative to participate in the bid opening. Maximum two representatives of any bidder can be authorized and permitted to attend the bid opening.

**20. In single bid on-line bidding system, the bids shall be opened in 2 stages** i.e. the technical bid shall be opened on the date of tender opening specified in the NIT. The financial bid shall be opened thro' online only after technical bid evaluation of the bids by BSNL. The Tender Evaluation Committee shall evaluate Technical bids. Financial bids of the technically qualified bidders shall be opened on-line at a later date by BSNL, Chennai Telephones in front of technically qualified bidders/authorized representatives after due intimation to them.

**21. PRELIMINARY EVALUATION**

21.1 RTTC Chennai, Maraimalai Nagar shall evaluate the bids to determine whether they are complete, whether required securities have been furnished, whether the documents have been properly signed and whether the bids are generally in order.

21.2 Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price shall be corrected by the RTTC Chennai, Maraimalai Nagar. If there is a discrepancy between words and figures, the amount in words shall prevail. **If the bidder does not accept the correction of the errors, his bid shall be rejected.**

21.3 Prior to the detailed evaluation, pursuant to para 24 of this Section, the RTTC Chennai, Maraimalai Nagar will determine the substantial responsiveness of each bid to the Bid Documents. For this purpose, a substantially responsive bid is one which conforms, to all the terms and conditions of the Bid Documents as stated in Section - I and enclosed with valid EMD amount. The competent authority's determination of bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

21.4. A bid determined as substantially non-responsive will be rejected by RTTC Chennai, Maraimalai Nagar and shall not subsequent to the bid opening be made responsive by the bidder by correction of the non- conformity. Such post-bid corrections by the bidder will not be permitted.

21.5. Any attempt at influencing the Evaluation of the Tender will cause the Tender to be excluded from consideration.

22. Bid evaluation: The technical bid evaluation shall be carried out by scrutiny of documents submitted along with technical bid as part of eligibility criteria as specified in para 8, 9, & 14 under this Section.

23. The purchaser (BSNL) shall reject the tender summarily, if, bid received is not in accordance with the prescribed procedure and such bid shall be kept unopened.

#### **24. EVALUATION AND COMPARISON OF SUBSTANTIALLY RESPONSIVE BIDS**

The evaluation and comparison of responsive bids shall be on the basis of the rate quoted for housekeeping service charges of the contractor per month excluding GST. The tenderer who has quoted lowest service charges will be L-1.

#### **25. CLARIFICATION OF BID DOCUMENTS:**

The RTTC Chennai, Maraimalai Nagar shall respond in writing to any request for the Clarification of the Bid document prior to the date of opening of the Tenders. However, no post bid clarification at the initiative of the bidder, shall be entertained.

#### **26. BID PRICE:**

The bidder shall quote the amount for housekeeping service charges inclusive of all needs as per Section –II Part-A, Part-B & Part-C and Section –III Part-B & Part-C per month excluding GST. **These rates will be used as indicative rate when additional work is to be done as and when need arises.** The price quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to the variation on any account except the revision of minimum wages. **The contractor has to pay the difference fixed and then claim from BSNL.**

#### **27. AWARD OF CONTRACT:**

BSNL shall consider placement of letter of intent to those bidders whose offers have been found technically and financially acceptable. The bidder shall within 2 weeks of issue of letter of intent, give his acceptance along with performance security in conformity with para 1 of Section-III Part - A and as per format shown in Annexure-VII of bid document.

28. The contractor shall be furnished, free of cost one certified copy of the contract documents. None of these documents shall be used for any purpose other than that of this contract.

#### **29. SIGNING OF CONTRACT:**

The successful tenderer/contractor on acceptance of his/their tender by the Accepting Authority shall, within 15 days of award of work sign the contract consisting of:-

The notice inviting tender, all other documents forming part of the bid document as uploaded in the tender portal <https://www.tenderwizard.com/BSNL> at the time of invitation of tender, addendum, corrigendum, clarifications, if any issued time to time till the acceptance of the tender together with any other correspondences leading thereto. Signing of agreement shall constitute the award of contract for house keeping services with Principal RTTC Chennai, Maraimalai Nagar -603209 to the bidder.



The successful tenderer to whom the contract is awarded shall produce the following documents in connection with various statutory / regulatory Acts issued by Government authorities from time to time for complying with labour welfare measures.

- (a) Group insurance certificate taken by the bidder for their labourer
- (b) EPF Registration Certificate.
- (c) ESI Registration Certificate.
- (d) Valid Labour licence certificate.

### 30. ANNULMENT OF AWARD

The BSNL shall have the right to award the whole or part of the work to any other bidder following the failure of the successful bidder to comply with the requirement of para 29 under this Section and annulment of the award by forfeiture of his / their EMD / bid security.

### 31. POWER OF ATTORNEY

- (a) The power of Attorney shall be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in Tamilnadu State and the same be attested by a Notary public or registered before sub-registrar of the Tamilnadu State.
- (b) The power of Attorney be executed by a person who has been authorized by the Board of Directors of the bidder in this regard, on behalf of the Company/ institution/ Corporate.
- (c) In case of the bidder being a firm, the said Power of Attorney shall be executed by all the partner(s) in favour of the said power of Attorney.
- (d) Attestation of the specimen signatures of authorized signatory by the Company's/ firm's bankers shall be furnished. Name, designation, phone number, mobile number, email address and postal address of the authorized signatory shall be furnished.

### 32. AGREEMENT:

The successful tenderer, after depositing the required Security Deposit will have to enter into an agreement with BSNL for execution of the tender work in non- judicial stamp paper of Rs.100/- (Rupees One Hundred only)

### 33. SETTLEMENT OF BILLS:

33.1 The Contractor will send labourers for house- keeping work. The contractor should pay the labourer as per details in all Annexures of Section - V Part –A by ECS and a copy of bank pass book of the labourer shall be enclosed along with each bill. The designated officer (Principal) shall nominate the floor in charge and the nominated officer shall monitor the cleaning works & sign the document in the following format and SDE(Bldg) shall monitor the reports by the notice of the Designated officer.

Date	Floor Number & In-Charge	Report on all rooms, verandah including bath & toilet cleaned	Signature of the officer	Remarks

33.2 The contractor shall submit his bill/bills on monthly basis by the 15th of each succeeding calendar month to the officer in charge .

33.3 Payment will be made through NEFT after due verification and payment approval by competent authority for which **Bank details (A/c No., Name of the Bank, Branch Name and MICR Code) should be furnished .**

33.4 The paying authority: DGM CA /CSC, BSNL, Chennai Telephones.

33.5 Along with the bill, the following information should be furnished: Each bill of the contractor must accompany the following items:

- i) list showing the details of labourer/employee engaged,
- ii) Duration of his/her engagement and the corresponding minimum wages as fixed by minimum wages act.
- iii) the amount of wages paid to such labourer/employee for the duration in question,
- iv) Amount of the EPF contributions (both employer's & employees' contribution) for the duration of engagement in question, paid to the EPF authorities.
- v) A copy of the Electronic chalan cum Return (ECR) filed online with EPF authority for the respective month should also be attached with the concerned month's bill.
- vi) a declaration from the contractors regarding compliance of the conditions of the EPF Act, 1952.
- vii) The monthly contribution payment details taken from ESI website for the concerned month should also be enclosed.
- viii) Certificate by the bill passing authority that they have verified the payment of EPF & ESI monthly contribution of the labourer engaged by the contractor and GST payment to the excise department.
- ix) if not ESI the insurance covered taken as per the workmen compensation act should be produced along with the bill.
- x) A copy of Electronic chalan cum return (ECR) filed online with the ESI authority for the respective month should also be attached with the concerned months bill, showing the name of the employee.
- xi) The proof for payment to the labourer is to be attached with the monthly bill. The copy of the concerned page of the bank passbook/bank monthly statement is to be attached duly signed by the labourer concerned. If necessary, the original bank passbook may be submitted to the unit officer on demand for verification and return.

33.6 Penalties, as per Clause - 1 of Section –IV and as per commercial conditions of the agreement leviable from the successful tenderer will be adjusted in the bill. The bill shall be paid subject to all statutory deductions as contemplated and applicable from time to time.

#### **34. LIABILITY :**

34.1 Neither the tenderer nor the tenderee shall be liable for any delay, default or failure due to reasons either beyond their control or by act of force majeure.

34.2 If by reason of any accident or failure or any other event occurring to or in connection with work or any part thereof shall in the opinion of the Authority concerned or his representative be urgently necessary and the tenderer is unwilling or unable to do the work and if the work so done by BSNL is work which in the opinion of the Authority concerned, the tenderer was liable to do at his own expense under the tender, all cost and charges properly incurred by BSNL in so doing shall on demand be paid by the tenderer to BSNL or may be deducted from any monies due or which may become due to the tenderer, provided always that the Competent Authority or his representative shall as soon after the occurrence of any such emergency as may be reasonably practicable, notify the tenderer thereof in writing.



### **35. TERMINATION OF CONTRACT**

35.1. In case of any specific default by the Service Provider and under any of the terms & conditions (whether General or Special—Para 9 of Section – III, Part - B), BSNL may without prejudice to any other right/remedy which shall have accrued or shall accrue thereafter, terminate the contract, in whole or in part, by giving two clear working days notice in writing to the Service Provider.

35.2 All instructions, notices and communications etc. under the contract given in writing and if sent to the last known place of business, shall be deemed to be served on the date, even in ordinary course of post, these would have been delivered to the Service Provider.

35.3 Notwithstanding anything contained herein, BSNL also reserves the right to terminate the contract at any time or stage during the period of contract, by giving two days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Service Provider

35.4 PGM (HR & Admn), Chennai Telephones, reserves the right to disqualify such bidders who have a record of “not meeting” the contractual obligation against earlier contracts entered into with RTTC Chennai, Maraimalai Nagar.

### **36. TERMINATION FOR INSOLVENCY**

The BSNL 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 BSNL.

### **37. INSURANCE**

The Insurance cover protecting the agency against all claims applicable under the Workmen’s Compensation Act, 1948 shall be taken by the Service Provider. The Service Provider shall arrange necessary insurance cover for any persons deployed by him even for short duration. BSNL shall not entertain any claim arising out of mishap, if any, that may take place. In the event of any liability/claim falling on BSNL, the same shall be reimbursed /indemnified by the Service Provider.

**38. FORFEITURE OF BID SECURITY:** The bid security shall be forfeited under the following conditions :-

- a) If bidder withdraws his/their bid during the validity of the bid as specified in the bid form.
- b) If the successful bidder fails
  - i. to sign contract in accordance with para 29 under this Section.
  - ii. to furnish performance guarantee in accordance with Annexure-VII.

### **39. DEFINITIONS:**

- a) The Contract means the documents forming the tender and acceptance thereof and the formal agreement executed between the competent authority on behalf of the Bharat Sanchar Nigam Limited and the contractor, together with the documents referred to therein including these conditions, the specifications, designs, drawings and instructions issued from time to time by the Engineer-in-Charge and all these documents taken together, shall be deemed to form one contract and shall be complementary to one another.
- b) In the contract, the following expressions shall, unless the context otherwise requires, have the meanings, hereby respectively assigned to them:-

- i) The expression works or work (house keeping services) shall, unless there be something, either in the subject or context, repugnant to such construction, be construed and taken to mean the works by or by virtue of the contract contracted to be executed whether temporary or permanent, and whether original, altered, substituted or additional.
- ii) Purchaser shall mean the BSNL, Chennai Telephones.
- iii) The Contractor/service provider shall mean the individual, firm or company, whether incorporated or not, undertaking the works and shall include the legal personal representative of such individual or the persons composing such firm or company, or the successors of such firm or company and the permitted assignees of such individual, firm or company.
- iv) The Bharat Sanchar Nigam Limited / BSNL shall mean Bharat Sanchar Nigam Limited, (A Government of India Enterprise) having its registered office at, Bharat Sanchar Bhavan, Harish Chandra Mathur Lane, Janpath, New Delhi-110001 and shall include their legal representatives, employees and permitted assigns.
- v) The Engineer-in-Charge means the Principal RTTC who shall sign the agreement on behalf of the Bharat Sanchar Nigam Limited. The authorised representative of Principal RTTC i.e., the user shall supervise and be in-charge of the work.
- vi) Government or Government of India shall mean the Bharat Sanchar Nigam Limited.
- vii) Accepting Authority shall mean the PGM (HR & Admn).
- viii) Department means Bharat Sanchar Nigam Limited and shall include their legal representatives, employees and permitted assigns, who invite tenders on behalf of BSNL.
- ix) Tendered Value means the value of the entire work as stipulated in the letter of award.
- x) The date of award of work shall denote the date of issuance of communication of acceptance of the tender.
- xi) Where the context so requires, words imparting the singular only also include the plural and vice versa. Any reference to masculine gender shall whenever required include feminine gender and vice versa.

**SECTION-II (PART-B)**

**SCOPE OF THE HOUSEKEEPING ACTIVITIES**

**GENERAL INSTRUCTIONS**

**I.IN THE PREMISES AT RTTC, CHENNAI, MARAIMALAI NAGAR – 603 209**

**MAIN ITEM OF WORK.**

1. Cleaning of floor area (Staircase, Corridor) including removal of waste, garbage by use of broom/ heavy duty vacuum cleaner, wet mop, with the water mixed with scented phenyl & toilet Cleaning disinfectant in all Toilets, Washbasins, Urinals, Rooms, Corridors/Passage/Terrace /Balconies of the Blocks A,B,C, Energy Block, Hostel Block.
2. Cleaning/dusting of all Furniture kept in the Rooms, Corridors/Passages/Terrace/Balconies of the Blocks A,B,C, Energy Block, Hostel Block & arrangement / rearrangement of furnitures.
3. Collection & Segregation of Garbage as Bio degradable and non-biodegradable, converting biodegradable garbage into bio-fertiliser using vermin-composing, and disposing non-biodegradable garbage in consultation with the local municipality.
4. Cleaning all doors/windows /glass panes in the Toilets, Washbasins, Urinals, Rooms, Corridors/Passage/ Balconies of the Blocks A,B,C, Energy Block, Hostel Block.
5. Removing of cobwebs in the Toilets, Washbasins, Urinals, Rooms, Corridors/Passages/ Terrace/ Balconies of the Blocks A,B,C, Energy Block, Hostel Block.
6. Dusting & cleaning all the electrical fittings in the Toilets, Washbasins, Urinals, Rooms, Corridors/Passages/ Terrace/ Balconies of the Blocks A,B,C, Energy Block, Hostel Block.
7. Sweeping of the entire open concreted Area around Block A,B,C, Hostel & Energy Block .
8. Placement of Available Drinking water in all Classrooms, hostel rooms, office, and other parts of the building as per instructions after suitable washing of the containers with soap.
9. Cleaning of tumblers, plates and other vessels if required by officers and staff of BSNL doing duty inside the Blocks A, B,C and Hostel.
10. Spraying mosquito disinfectant (Fumigation) in the external area surrounding Blocks A,B,C, Hostel & Energy Block.
11. All Washbasins must be provided with liquid soap and paper napkins.
12. Keeping the entire campus free of rodents and taking frequent steps to eliminate pests, cockroaches by use of correct pesticides.
13. Cleaning of main drainage inside the campus for blocks, waste etc.,
14. On receipt of any complaint concerning any activity of the agreement either on telephone or in writing from the Officer-in-charge under the Authority, it should be attended within an hour and an acknowledgement be taken for the satisfactory completion of the work from the complainant and their disposal should be done by the approved Agency by suitably responding immediately.
15. Any other errand jobs as instructed by Principal RTTC or his representative.

**II.IN THE PREMISES AT DTTC, EAST TAMBARAM, CHENNAI-59**

**MAIN ITEM OF WORK.**

- 1.Cleaning of floor area including Staircase, Corridor, removal of waste, garbage by use of broom/ heavy duty vacuum cleaner, wet mop, with the water mixed with scented phenyl & Toilet Cleaning Disinfectant in all Toilets, Washbasins, Urinals, Rooms, Corridors / passages /Terrace /Balconies of the Area specified in Annexure – B .
2. Cleaning/dusting of all Furniture kept in the rooms, corridors / passages / Terrace / Balconies of the Area specified in Annexure – B & arrangement / rearrangement of furniture.
- 3.Collection &Segregation of Garbage as Bio degradable and non-biodegradable, converting biodegradable garbage into bio-fertilizer using vermin-composing, and disposing non-biodegradable garbage in consultation with the local municipality.
4. Cleaning all doors / windows / glass panes in the Toilets, Washbasins, Urinals, Rooms, Corridors / Passages / Balconies of the Area specified in Annexure – B.
5. Removing of cobwebs in the Toilets, Washbasins, Urinals, Rooms, Corridors/ Passages/ Terrace/Balconies of the Area specified in Annexure – B.
6. Dusting & cleaning all the electrical fittings in the Toilets, Washbasins, Urinals, Rooms, Corridors/Passages/ Terrace/ Balconies of the Area specified in Annexure – B.
7. Sweeping of the entire open concreted Area around Area specified in Annexure – B.
8. Placement of Available Drinking water in all Classrooms, office, and other parts of the building as per instructions after suitable washing of the containers with soap.
9. Cleaning of tumblers, plates and other vessels if required by officers and staff of BSNL doing duty in DTTC , East Tambaram, Chennai.
10. Spraying mosquito disinfectant (Fumigation) in the external surrounding area specified in Annexure–B.
11. All Washbasins must be provided with liquid soap and paper napkins.
12. Keeping the entire campus free of rodents and taking frequent steps to eliminate pests, cockroaches by use of proper pesticides.
13. Cleaning of main drainage inside the campus for blocks, waste etc.,
- 14.On receipt of any complaint concerning any activity of the agreement either on telephone or in writing from the Officer-in-charge under the Authority, it should be attended within an hour and an acknowledgement be taken for the satisfactory completion of the work from the complainant and their disposal should be done by the approved Agency by suitably responding immediately.
15. Any other errand jobs as instructed by Principal DTTC or his representative.

**SECTION – II ( PART - C)**

**SCHEDULE OF CLEANING ACTIVITIES**

**I.IN THE PREMISES AT RTTC, CHENNAI, MARAIMALAI NAGAR – 603 209**

**FREQUENCY OF WORK INVOLVED.**

- 1) Daily cleaning of floor area including removal of waste, garbage by use of broom/heavy duty vacuum cleaner, wet mop, with the water mixed with scented phenyl and Toilet Cleaning Disinfectant in all Toilets, Washbasins, Urinals, Rooms, Corridors/Passage/Terrace/Balconies of the Blocks A,B,C, Energy Block, Hostel Block. ( **All toilets, washrooms, wash basins three times a day.. 9 Hrs, 13.00 Hrs, 15.00 Hrs) All corridors/passages twice a day.. 9 Hrs., 15 Hrs. All other areas once a day.. 9 Hrs. Time indicated is the time of completion of work.**
- 2)Daily cleaning/dusting of all furniture kept in the Rooms, Corridors/Passage/Terrace/Balconies of the Blocks A,B,C, Energy Block, Hostel Block , **once a day by 9.30 Hrs.**
- 3) Collection and segregation of Garbage as Bio degradable and non-biodegradable, converting biodegradable garbage into bio-fertiliser using vermin-composting and disposing non-biodegradable garbage in consultation with the local municipality. **Three times a day.. 9 Hrs, 13.00 Hrs, 15.00 Hrs except in the kitchen where four collections will be there.. 8 am. 10.00 am, 14.30 Hrs, 16.00 Hrs.**
- 4)Cleaning all doors/windows, glass panes in the Toilets, Washbasins, Urinals, Rooms, Corridors/Passage/Balconies of the Blocks A,B,C, Energy Block, Hostel Block. **Once a month on routine, however any unexpected dirt stains noticed must be immediately removed.**
- 5) Removing of cobwebs in the Toilets, Washbasins, Urinals, Rooms, Corridors/Passage/Terrace/Balconies of the Blocks A,B,C Energy Block, Hostel Block. **Monthly.**
- 6)Dusting & cleaning all the Electrical Fittings in the Toilets, Wash basins, Urinals, Rooms, Corridors/Passage/Terrace/Balconies of the blocks A, B, C, Energy Block, Hostel Block. **Monthly.**
- 7)Sweeping of the entire open concreted area around block A, B, C, Energy Block, Hostel Block. **Daily twice by 10.00 am and 16.00 Hrs.**
- 8) Placement of available Drinking Water in all Class rooms, hostel rooms, office and other parts of the building as per instruction after suitable washing of the containers with soap. **Daily twice by 9.30 am and 14.00 Hrs.**
- 9)Cleaning of tumblers, plates and other vessels if required by officers and staff of BSNL doing duty inside the Blocks A,B,C. **Daily to be done along with 8 above.**
- 10)Spraying mosquito disinfectant in the external area surrounding Blocks A,B,C, Hostel and Energy Block. **Daily in the evening before onset of darkness.**
- 11)All washbasins must be provided with liquid soap and paper napkins. **Daily twice checking for availability and replenishment to be done.**
- 12)Keeping the entire campus free of rodents and taking frequent steps to eliminate pests, cockroaches by use of correct pesticides. **Spraying of pesticides for removing cockroaches to be done on a weekly basis in all toilets, canteen and Kitchen drain area. Frequent procedures for removal and disposal of other rodents like rats are the responsibility of agency.**
- 13)Cleaning of main drainage inside the campus for blocks, waste etc once in a month and whenever block occurs.
- 14)The timing and frequency for cleaning and sanitation work given in the schedule is tentative and can be changed as per administrative needs by the Authority .

**SCHEDULE OF CLEANING ACTIVITIES**  
**II.IN THE PREMISES AT DTTC, EAST TAMBARAM, CHENNAI-59**

**FREQUENCY OF WORK INVOLVED.**

- 1) Daily cleaning of floor area including removal of waste, garbage by use of broom/heavy duty vacuum cleaner, wet mop, with the water mixed with scented phenyl and Toilet Cleaning Disinfectant in all Toilets, Washbasins, Urinals, Rooms, Corridors/passages/Terrace/Balconies of the Area specified in Annexure – B. **(All toilets, washrooms, wash basins two times a day at 09:00 Hrs & 14:00 Hrs)** All corridors/passages twice a day at 09:00 Hrs & 14:00 Hrs. All other areas once a day at 09:00 Hrs. Time indicated is the time of completion of work.
- 2) Daily cleaning/dusting of all furniture kept in the Rooms, Corridors / passages / Terrace/ Balconies of the Area specified in Annexure – B. **(Once a day by 09:30 Hrs).**
- 3) Collection and segregation of Garbage as Bio degradable and non-biodegradable, converting biodegradable garbage into bio-fertilizer using vermin-composting and disposing non-biodegradable garbage in consultation with the local municipality **two times a day at 09:00 Hrs & 14:00 Hrs.**
- 4) Cleaning all doors/windows, glass panes in the Toilets, Washbasins, Urinals, Rooms, Corridors/Passages/Balconies of the Area specified in Annexure – B., **twice a month on routine, however any unexpected dirt stains noticed must be immediately removed.**
- 5) Removing of cobwebs in the Toilets, Washbasins, Urinals, Rooms, Corridors/ Passages/ Terrace/ Balconies of the Area specified in Annexure - B **on a fortnightly basis.**
- 6) Dusting & cleaning all the Electrical Fittings in the Toilets, Wash basins, Urinals, Rooms, Corridors/Passages/Terrace/Balconies of Area specified in Annexure - B **monthly.**
- 7) Sweeping of the entire open concreted area specified in Annexure – B.Daily twice by 10:00 Hrs & 16:00 Hrs.
- 8) Placement of available Drinking Water in all Class rooms, canteen, office and other parts of the building as per instruction after suitable washing of the containers with soap. Daily twice by **09:30 Hrs and 14:00 Hrs.**
- 9) Cleaning of tumblers, plates and other vessels if required by officers and staff of BSNL doing duty inside the DTTC Office. Daily to be done along with 8 above.
- 10) Spraying of mosquito disinfectant in the external area Daily. All washbasins must be provided with liquid soap. **Daily twice** checking for availability and replenishment to be done.
- 11) Any other errand jobs assigned by Principal RTTC or his representative.
- 12) Keeping the entire campus free of rodents and taking frequent steps to eliminate pests, cockroaches by use of correct pesticides. Spraying of pesticides for removing cockroaches to be done on a weekly basis in all toilets, canteen and Kitchen drain area. Frequent procedures for removal and disposal of other rodents like rats are the responsibility of agency.
- 13) Cleaning of main drainage inside the campus for blocks, waste etc. **once in a month** and whenever block occurs.
- 14) The timing and frequency for cleaning and sanitation work given in the schedule is tentative and can be changed as per administrative needs by the Authority.

**SECTION – III**  
**PART-A**  
**COMMERCIAL CONDITIONS OF THE AGREEMENT**

1. The agreement shall be in force for a period of one year and extendable as per the requirement under the same terms and conditions for six more months.
2. The agreement can be terminated by the Authority by giving a notice of one month without assigning any reason.
3. The Authority reserves the right to terminate the agreement at any point of time in case of unsatisfactory performance by the Agency. In this regard, the decision of the Authority shall be final and binding on the Agency.
4. In the event of the Authority terminating the agreement in whole or in part pursuant to the above para, the Authority may procure, upon such terms and in such manner as it deems appropriate, services similar to those prescribed and the Agency shall be liable to the Authority for any excess cost for such similar services. However, the Agency shall continue the performance of the agreement to the extent not terminated.
5. The Authority reserves the right to accept the tender for the entire job or for a part of the job.
6. BSNL will have the right to increase or decrease the quantity of Services specified in the schedule of cleaning activity without any change in the agreed rates.
7. The Authority will not reimburse any charges or compensate for the loss of the material or the injuries suffered by the housekeeping workers engaged by the Agency during the period of agreement.
8. The Agency shall be responsible for the loss of any items and compensate in full the loss sustained by the Authority on account of damage of material during discharge of House Keeping activities under the jurisdiction of the Authority .
9. The Agency shall make arrangements for the cleanliness of all the area as specified by the Authority on all the weekdays excluding holidays and Sundays during the timings mentioned in the Schedule of Cleaning Activities under Part - C of Section - II. Special cleaning work can be executed on Sundays and holidays. The Agency shall ensure that the cleanliness is maintained all the time at all the places as specified by the Authority.
10. The Agency shall maintain the appropriate and relevant registers as specified by the Authority as per prescribed laws.
11. The Authority reserves the right to change the frequency and timings of cleaning activity for all the areas/ any area depending upon the administrative needs. The Authority also reserves the right to add or delete any activity along with their frequency and timings without any extra payment.
12. The responsibility for the safety of workers engaged by the Agency under the jurisdiction of the Authority shall be entirely of the Agency only.
13. In case of any injury and/ or death to any of the workers engaged by the Agency at work under the jurisdiction of the Authority, the Agency is wholly responsible for the welfare of the worker / or deceased. The Authority or BSNL organization are in no way responsible for the act and shall not pay any compensation to the worker for any injury or to any member of the family of the deceased worker.

SIGNATURE OF THE TENDERER

14. The instructions in respect of general discipline, behavior and cleanliness issued by the Authority shall be final and binding on the House Keeping workers employed.
15. Proper identity cards in a format prescribed by the Authority are to be issued by the Agency.
16. The Agency shall arrange to carry out the cleaning and sanitation works, keeping the following points in mind.
  - a) The cleaned area should become totally dust-free and spotless, presenting a sparkling look.
  - b) No bad odour should emanate from any part of the area.
  - c) The cleaning should not spoil the natural shine and look of the furniture and other materials.
  - d) The House Keeping activities should not cause any disturbance to the activities of the offices.
  - e) The garbage should be neatly picked up and properly disposed in the dustbins provided by the Civic Body or at any other place/ places specified by the Authority.
17. The Agency shall submit bills on monthly basis as per agreed rates. The Agency shall deploy only those persons whose antecedents have been verified by the Police.
18. The Authority shall not be liable to provide any residential accommodation or transport to the House Keeping Staff / Supervisors / Manager. No cooking or lodging shall be allowed inside the office premises.
19. The Authority reserves the right to change the place of any House keeping activity. The Authority has also the right to check all the items enumerated at Sl. No.16 above. The Agency shall arrange to redo these items to the satisfaction of the Authority as and when necessitated.
20. The Agency shall not be permitted to transfer its rights and obligations under this agreement to any other person or organisation.
21. The Agency is bound by the details and documents furnished by it to the Authority. In case, any of the details or documents furnished by it are found to be false at any stage, the Authority shall have the right to proceed against the Agency under the process of law. The Agency shall not impose any other conditions during the period of agreement.
22. In case of breach of any of the terms of the agreement, the Agency is liable to forfeit the Security Deposit amount to the Authority. Any sum of money due or payable to the Agency including the security deposit refundable to it under the agreement can be appropriated by the Authority.
23. Any other provisions as advised by the BSNL, New Delhi shall be incorporated in the agreement. The same shall also be binding on the Agency.
24. The quantum of House Keeping work / job required to be executed has been indicated in General Instructions, under Part- B of Section-II and the Agency shall be obliged to carryout all the activities as per Schedule of cleaning activities, under Part- C of Section-II.
25. Any payment of taxes and other statutory duties / levies that arise during this agreement period by the Agency shall be the responsibility of the Agency. The Authority bears no responsibility in this regard.
26. The Agency shall bear all the expenses on the provision of jhadu, brooms, brushes/vacuum cleaner, buckets, mopping cloth, fine cloth, gardening tools for removal of unwanted vegetation etc. The minimum quantity of materials to be supplied for cleaning is enclosed in Annexure-C of the tender document. The quality of these items should be acceptable to the Authority. All consumable chemicals such as Harpic, Finit, detergents, soap, naphthalene balls, odonil etc. shall also be supplied by the Agency only.



**SECTION-III  
(PART-B)  
TERMS AND CONDITIONS OF THE AGREEMENT**

**1. Definition of terms frequently used in this document:**

**Authority:** The Principal, Regional Telecom Training Centre, Periyar Salai, Sidco Industrial Estate, Maraimalai Nagar- 603209 or any other officer authorised by the said officer for this purpose shall be referred to as Authority.

**Buildings and Compound means:**

- i. Entire premises of office of the Regional Telecom Training Centre including Hostel , Periyar Salai, Sidco Industrial Estate, Maraimalai Nagar- 603209.
- ii. Entire premises of office of the District Telecom Training Centre, No.9, MES ROAD, EAST TAMBARAM, Chennai 600059.

2. The specifications for cleaning and sanitation works are detailed in Section – II, Part - B General Instructions.
3. The list of cleaning and sanitation activities along with their frequencies is specified in Section – II, Part - C, Schedule of cleaning activities.
4. The list of other General items / terms / definitions which form part of this tender is given in Section – III, Part – C.
5. **Agency:** Means the successful bidder.

**6. OBLIGATIONS OF THE AGENCY:**

1. The Agency has to accept all the conditions specified in the Tender. The Agency shall strictly comply with all rules / regulations etc. as per law in force including but not limited to Contractor Labour (Regulation & Abolition) Act, Shops and Establishments Act, Employees Provident Fund Act, ESI Act, Minimum Wages Act and Payment of Wages Act etc. as applicable during the currency of the contract in respect of any employee or workmen employed or engaged by the Agency.

2. The Agency will have to insure all his personnel under the Workmen Compensation Act at places which are not covered under ESIC and a copy of all risk insurance policy shall have to be furnished to the Authority.

3. The Agency shall maintain all the documents necessary to satisfy the provisions of the various Labour Acts such as age, sex, educational qualifications, addresses of all the workmen engaged, PF payments made, ESI payments etc.

4. If any conditions mentioned above are not complied with by the Agency, payments arising out of the contract shall be withheld.

5. The Agency shall be held responsible for any damages / losses to the properties of BSNL, Chennai Telephones under the jurisdiction of the Authority due to the negligence of workers engaged by the Agency and shall compensate to the Authority adequately against such losses which will be assessed and determined by the Authority and the same will be recovered from the bills/SD.

6. While submitting the monthly bills to the Authority, the Agency shall also render documentary evidence with an undertaking of the deposits of Provident Fund / ESI contributions made by the Agency in respect of the workforce under consideration for payment of wages, failing which the payment of the bill by the Authority will be withheld until such compliance. The

Agency shall duly comply with all Acts, Laws including Contract Labour (Regulation and Abolition) Act, 1970 or other statutory rules, regulations, bye-laws as applicable or which might be applicable from time to time.

7. In case, while on duty in the building and compound under the agreement, if any of the Agency's workforce meets with any injury / indisposition due to accident or other natural calamities, the Agency shall ensure that immediate and adequate medical aid viz., first-aid and subsequent treatment facilities are provided to the workers concerned free of cost and without fail. In addition, the Agency shall also be liable for meeting with statutory liabilities under the ESI / PF or the Workmen's Compensation Act.

8. The Agency shall indemnify and compensate the Authority, if the Authority as principal employer under the Contract Labour (Regulation & Abolition) Act, 1970 becomes liable to assume any liability towards the workforce engaged by the Agency. In any such eventuality, the provisions relating to recovery as provided in the relevant clauses of the act shall be applicable in toto.

9. The Authority will have the privity of contract with the Agency only and will give instructions to it and will have nothing to do or be connected with the conditions of employment of the workers working for the Agency. The workers engaged by the Agency shall not have any claim against the Authority for regularization, etc. and their engagement shall stand terminated as soon as the work for which the contract is signed and agreed comes to an end or the contract is rescinded or cancelled or terminated under any other clause of the contract or by operation of any law.

10. The Agency should comply with and fulfill the provisions of EPF & Misc. Provisions Act, 1952 and Employees Provident Fund Scheme, 1952 in respect of workers / employees engaged by the Agency performing the house keeping works in the jurisdiction of the Authority.

11. The workers employed by the Agency shall be polite, well-behaved and respectable to the Officers and employees under the jurisdiction of the Authority and give no cause of grievance to the inmates.

12. The workers will be bound by all instructions issued by Authority concerning general discipline and behaviour.

13. The Agency should ensure that the workers do not bring equipments or gadgets for playing music, cards, etc., and that the workers do not handle equipments in the campus like TV, A/C machines etc.

14. The workers employed by the Agency shall have good character and record. They should also be free from communicable diseases.

15. The Agency shall provide proper uniform to their staff and the staff should always be in neat and clean uniform while on duty.

16. The workmen should be so arranged that some people are always made available for cleaning during lunch hours & till the closing time of office.

17. The workmen should be assigned specific duties and the designated officer will check the attendance.

18. The contractor should ensure that no member of the personnel or employees shall get

himself / herself involved in any trade union activities in relation to the office of Principal, RTTC Chennai, Maraimalai Nagar, BSNL or otherwise.

**19.** The contractor should visit the offices regularly so as to ensure effective cleaning and maintenance of offices in all respects.

**20.** If the performance of a House Keeping activity is found unsatisfactory, the Agency is liable to pay penalty as mentioned in the penalty clause vide Clause 1 of Section - IV.

**21.** The Agency should complete House Keeping work as per the Schedule of Cleaning Activities under Section –II, Part - C.

**22.** The necessity for additional House Keeping work may arise during the agreement period, as and when additional buildings / additional functions come up for daily cleaning/cleaning once in ten days in the jurisdiction of the Authority in future. The approved Agency is bound to meet the additional job / work entrusted by the Authority at the rates mutually agreed upon.

**23.** However, the actual requirement may vary from time to time according to the administrative needs, for which separate instructions will be issued from time to time.

**24.** The Agency shall under no circumstances sublet the work.

**25.** In order to ensure efficient House Keeping, as per the above clause, the Agency is required to deploy a supervisor to oversee the work.

**26.** The schedule of timing of house keeping works to be carried out on daily basis on all working days of the month excluding holidays and Sundays as indicated in the Schedule of Cleaning Activities under Section –II, Part - C.

**27.** The Agency should ensure that ladies are not assigned work in the campus between 17:30 Hrs and 07:30 Hrs and that they are not present in the campus between 17:30 Hrs and 07:30 Hrs.

**SECTION-III**

**PART-C**

**OTHER GENERAL ITEMS/TERMS/DEFINITIONS WHICH FORM PART OF THIS TENDER.**

- a. The office of RTTC, Maraimalai Nagar & DTTC, CHENNAI at present works for six days in a week with second Saturday and Sundays as holidays. Special cleaning work can be executed on Sundays and holidays.
- b. The contractor should be able to carry out any special cleaning needed in the opinion of the PRINCIPAL, RTTC, CHENNAI, Maraimalai Nagar or by his nominated officer during any time of the office hours.
- c. The contractor should provide I.D. Card to the person engaged by him/her with name and address. The labourer without I.D. Card issued by the contractor will not be allowed to enter the premises.
- d. "Month" means a calendar month and "Service" means all services as mentioned in the Annexures.
- e. For the purpose of this tender the term "Work Order" shall mean award of work to the Successful Bidder.
- f. The term tenderer shall mean the Company and/ or its authorized representative quoting the bid. The Term Successful Tenderer shall mean the Tenderer who is awarded the Work Order.
- g. The word Tenderee/Principal RTTC, CHENNAI, Maraimalai Nagar /BSNL- Chennai Telephones, shall for the purposes of application of any clause in this Tender mean one and the same.
- h. The Tender document along with all pages must be submitted in original and no Xerox copy will be accepted.
- i. There must not be any corrections in the price quote schedule of the document. However if any correction is found, the same is to be signed by the authorized signatory. In case of discrepancy between amount in figures and words the amount mentioned in words shall be deemed to be final.
- j. Cleaning of open area in campus, concreted area around all the blocks and other work like removal/disposal of garbage mentioned under serial numbers 1 to 15 under Main item of work in Part - B of Section - II will form part of the work order and will not be separately mentioned every time.
- k. The contractor must ensure that those employed are inoculated against Tetanus and do not suffer from contagious diseases and must be in sound health. The Agency must also ensure that the worker get his/her health checkup from ESI Dispensary at regular intervals.
- l. The contractor should issue salary slip to the worker and payment to the worker should be made through ECS and the details should be shown in the payment slip.
- m. The contractor should provide cleaning materials to the workers.
- n. Nothing mentioned in the various clauses of the Tender Document shall be interpreted against the Company to cover unsatisfactory performance by the successful Tenderer.
- o. The tenderers must carefully read all the Terms & Conditions and work specifications before filling up the tender and Financial Bid. Tenderers are requested to get well versed with the tender conditions / guidelines, written hereunder. Those tenderers, who cannot read English, may get the same translated at their own risk in a language known to them and understand the conditions of the tender. Any clarification regarding the same can be had from Divisional Engineer (Infra) RTTC Chennai, BSNL, Chennai Telephones, Periyar Salai, SIDCO Industrial Estate, Maraimalai Nagar- 603209, before the submission of bid document.

**SECTION –IV**  
**SPECIAL CONDITIONS OF CONTRACT**

**CLAUSE 1: PENALTY:** In case the Agency fails to comply with any terms and conditions of the agreement with regard to the quality of work and materials supplied / used, etc, which shall be reviewed on daily basis, a **penalty at the rate of 2.5% of the monthly bill amount, depending on the extent of failure shall be levied for each day of failure subject to a maximum of 50% of monthly bill amount.**

Non-performance / cleaning not up to the satisfaction of the Authority / slipping from the frequency of cleaning as per the schedule shall constitute a failure. The extent of penalty is decided by the Authority and binding on the Agency.

**CLAUSE 2: FORCE MAJEURE:**

If any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such events be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non performance or delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist, and the decision of BSNL as to whether the supplies have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option terminate the contract.

Provided also that if the contract is terminated under this clause, the RTTC-Chennai, Maraimalai Nagar shall be at liberty to take over from the contractor at a price to be fixed by the RTTC-Chennai, Maraimalai Nagar, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in the course of manufacture which may be in possession of the contractor at the time of such termination of such portions thereof as the RTTC-Chennai, Maraimalai Nagar may deem fit except such materials, bought out components and stores as the contracts may with the concurrence of the RTTC-Chennai, Maraimalai Nagar elect to retain.

**CLAUSE 3: ARBITRATION:**

Except and otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, in connection with construction, meaning, operation, effect, interpretation of the contract or breach thereof which parties unable to settle mutually the same shall be referred to arbitration as provided hereunder:

a) A party wishing to commence arbitration proceeding shall revoke Arbitration Clause by giving 60 days notice to the designated officer of the other party. The notice invoking arbitration shall specify all the points of disputes with details of the amount claimed to be referred to arbitration at the time of invocation of arbitration and not thereafter. If the claim is in foreign currency, the claimant shall indicate its value in Indian Rupee for the purpose of constitution of the arbitral tribunal.

b) The number of the arbitrators and the appointing authority will be as under

Claim amount	Number of arbitrator	Appointing Authority
Above Rs.5 lakhs to Rs.5 Crores	Sole Arbitrator to be appointed from a panel of arbitrators of BSNL	BSNL (Note: BSNL will forward a list containing names of three empanelled arbitrators to the other party for selecting one from the list who will be appointed as sole arbitrator by BSNL)
Above Rs.5 crores	3 Arbitrators	One arbitrator by each party and the 3rd arbitrator, who shall be the presiding arbitrator, by the two arbitrators. BSNL will appoint its arbitrator from its panel.

- c) Neither party shall appoint its serving employee as arbitrator.
- d) If any of the arbitrators so appointed dies, resigns, becomes incapacitated or withdraws for any reason from the proceedings, it shall be lawful for the concerned party/arbitrators to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left it both parties consent for the same; otherwise, he shall proceed de novo.
- e) Parties agree that neither party shall be entitled for any pre-reference or pendentelite interest on its claims. Parties agree that any claim for such interest made by any party shall be void.
- f) Unless otherwise decided by the parties, Fast Track procedure as prescribed in Section 29 B of the Arbitration Conciliation Act, 1996 for resolution of all disputes shall be followed, where the claim amount is upto Rs.5 crores.

#### **CLAUSE 4: FAST TRACK PROCEDURE:**

- (1) Notwithstanding anything contained in this Act, the parties to an arbitration agreement, may, at any stage either before or at the time of appointment of the arbitral tribunal, agree in writing to have their dispute resolved by fast track procedure specified in sub-section(3).
- (2) The parties to the arbitration agreement, while agreeing for resolution of dispute by fast track procedure, may agree that the arbitral tribunal shall consist of a sole arbitrator who shall be chosen by the parties.
- (3) The arbitral tribunal shall follow the following procedure while conducting arbitration proceedings under sub-section (1):-
  - (a) The arbitral tribunal shall decide the dispute on the basis of written pleadings, documents and submissions filed by the parties without any oral hearing;
  - (b) The arbitral tribunal shall have power to call for any further information or clarification from the parties in addition to the pleadings and documents filed by them;
  - (c) An oral hearing may be held only, if, all the parties make a request or if the arbitral tribunal considers it necessary to have oral hearing for clarifying certain issues;
  - (d) The arbitral tribunal may dispense with any technical formalities, if an oral hearing is held, and adopt such procedure as deemed appropriate for expeditious disposal of the case.
- (4) The award under this section shall be made within a period of six months from the date the arbitral tribunal enters upon the reference.
- (5) If the award is not made within the period specified in sub-section (4), the provisions of sub-sections (3) to (9) of section 29A shall apply to the proceedings.
- (6) The fees payable to the arbitrator and the manner of payment of the fees shall be such as may be agreed between the arbitrator and the parties.

- (7) The arbitral tribunal shall make and publish the award within time stipulated as under:

Amount of Claims and Counter Claims	Period for making and publishing of the award (counted from the date the arbitral tribunal enters upon the reference)
Upto Rs.5 crores	Within 6 months (Fast Track procedure)
Above Rs.5 crores	Within 12 months

However, the above time limit can be extended by the Arbitrator for reasons to be recorded in writing with the consent of parties and in terms of provisions of the Act.

- (8) In case of arbitral tribunal of 3 arbitrators, each party shall be responsible to make arrangements for the travel and stay, etc. of the arbitrator appointed by it. Claimant shall also be responsible for making arrangements for travel/stay arrangements for the Presiding Arbitrator and the expenses incurred shall be shared equally by the parties.

In case of sole arbitrator, BSNL shall make all necessary arrangements for his travel/stay and the expenses incurred shall be shared equally by the parties.

- (9) **This contract is subject to the jurisdiction of courts at Chennai only.**

#### **CLAUSE 5: SET OFF (RECOVERY OF SUM DUE TO BSNL):**

- Any sum of money due and payable to the Service Provider (including security deposit refundable to him) under this contract may be appropriated by BSNL and set off the same against any claim of BSNL for payment of a sum of money arising out of this contract or under any other contract made by Service Provider with BSNL.
- In the event of said security deposit being insufficient, the balance of total amount recoverable, shall be deducted from any sum due to the Service Provider under this or any other contract with Bharat Sanchar Nigam Limited. Should this amount be insufficient to cover the said full amount recoverable, the Service Provider shall pay to Bharat Sanchar Nigam Limited on demand the balance amount, if any, due to Bharat Sanchar Nigam Limited within 30 days of such demand made by BSNL.
- If any amount due to the company is so set off against the said security deposit, the service provider shall have to make good the said amount so set off to bring the security deposit to the original value immediately by not later than 10 days.

#### **CLAUSE 6: NO NEAR RELATIONSHIP CERTIFICATE**

- The bidder should give a certificate that none of his/her near relative is working in the units as defined below where he is going to apply for the tender. In case of proprietorship firm, certificate should be given by the proprietor. For partnership firm, certificate should be given by all the partners. In case of Limited Company, certificate should be given by all the Directors of the company excluding Government of India/Financial institution nominees and independent non-Official part time Directors appointed by Govt. of India or the Governor of the state and full time Directors of PSUs both state and central. In case of breach of this condition by the company or firm or any other person participated in the tender shall be cancelled and bid security shall be forfeited at any stage whenever it is noticed and BSNL shall not pay any damage to the company or firm or the concerned person.
- The company or firm or the person will also be debarred for further participation in the concerned unit.
- The near relatives for this purpose are defined as:
  - Members of a Hindu undivided family.
  - Their husband and wife.
  - The one is related to the other in the manner as father, mother, son(s) & son's wife (daughter-in-law), daughter(s) and daughter's husband (son-in-law), brother(s) and brother's wife, sister(s) and sister's husband (brother-in-law).

**SECTION – V****PART-A****FINANCIAL BID (duly filled in e-format)**

1. Name of the tender applicant :
2. Address of the tender applicant :
- (a) Permanent Address :

(b) Contact Address :

3. Telephone No/ Cell No :

4. The total amount to cover all the House Keeping needs as per the Specification and Schedule of works including all taxes and the break up is as mentioned below:

Description of the work	No. Of labourers	Basic rate of the tender as per minimum wages Act Per month (Rs. In figures)	Material Cost for the Items given in Annexure-C. Per month (Rs. In figures)	Service Charges of the contractor Per month (Rs. In figures)
(A)	(A1)	(B)	(C)	(D)
House Keeping Services at DTTC, Tambaram detailed in Section – II Part B & C and Section –V Annexure - B	<b>1</b>	<b>17138/-</b>	<b>2,100/-</b>	Rs. _____ (per month)  (Rupees _____ only)
House Keeping Services at RTTC, Chennai-Maraimalai Nagar detailed in Section – II Part B & C and Section –V Annexure - B	<b>6</b>	<b>68736/-</b>	<b>11,000/-</b>	

For Basic Standard Wage Rate , refer the order Released by Chief Labour Commissioner(C), Government of India, Ministry of Labour & Employment , New Delhi vide F.No.1/38(5)/2018-LS.II dated 28.09.2018, and the same is furnished at Section –V, Part – A , Annexure - A .

**The Service Charges quoted by the bidder in column “D” will be taken for the finalization of L1 bidder** and the Service Charges will be freezed and payable throughout the tender period including the extension period even if there is any variation in the basic labour rate during the contract period *including extension period*.

1. The GST as applicable will be paid by the Principal Employer i.e BSNL.

For arriving the basic rate for the month & other details refer Section – V , Part – A , Annexure - A .

2. Wages should be paid for full day and not on hourly basis. Only the Column “D” should be filled by the bidder.

**3. Financial bid should be submitted through online only. At any cost, Financial bid need not be submitted along with the tender. If submitted, then the rates mentioned will not be considered for any purpose. Only the rates mentioned in the online E-Tender process will be taken into consideration for evaluation.**

SIGNATURE OF THE TENDERER



**Service charges per month in column “D” in words:**

Rupees \_\_\_\_\_  
\_\_\_\_\_ only.

I hereby agree to abide by all the terms and conditions stipulated in the tender document.

Evaluation will be done based on the Service Charges quoted at Column “D” excluding GST credit.

**\*Note:**

1. Service charges quoted will remain fixed throughout the period of the tender, including the extension period.
2. The basic rate comprises of Minimum wages notified by the government. ESI Contribution , EPF Contribution, etc. All the items are statutory in nature and hence there cannot be any amount higher or lower than minimum amount prescribed by the Govt.
3. BASIC RATE= BASIC +VDA+ESI+EPF (As per the current minimum wages act).
4. A Manpower should perform duty for 8 (Eight) hours per day.
5. Evaluation will be done on the basis of the Lowest rate quoted for Service charges i.e. column (D).
6. If there is difference between the Rate quoted in figures and words, the rates in words only will be considered for evaluation.
7. Financial Bid is to be submitted in the e-format in the On line Tender Mode only. The minimum rates of wages have to be paid to the contract labourer for the actually worked days.
8. The minimum rates of wages include the wages for the weekly day of rest, where the contract labourer is engaged and hence no wage is payable for weekly day of rest.
9. Service charges include the supervisory and other cost of the Agency .
10. Service charges quoted above does not include the element of Goods & Service Tax (GST) .Tenderer should quote the Rate only.

**SECTION-V (PART-A)****ANNEXURE-A**

Detailed break up for BASIC STANDARD WAGE RATE approved by labour commission for Housekeeping (unskilled services).

SI No	Details	. DTTC	RTTC
		Amount in Rs	Amount in Rs
1	Classification of area	'A'	'C'
2	Basic rate per day	523	350
3	Dearness Allowance	35	23
4	Minimum wage (Basic +Dearness allowance)	558	373
5	Wages per year (365-52 )of 313 days	174654	116749
6	Wages per month	14555	9729
7	Employer Contribution towards EPF @ 13.% of minimum wages per month	1892	1265
8	Employer Contribution towards ESI @ 4.75% of minimum wages per month	691	462
9	Basic standard rate per month (SI No 5+6+7) per person [excluding GST]	17138	11456
10	No.of labourer's required	1	6
11	Total wages per month	17138	68736

The Rates are calculated vide reference notification No.1/38(5)/2018-LS.II dated 28.09.2018 of the Ministry of labour and Employment, Government of India, on the basis of the average of All India consumer Price Index for sweeping and cleaning labourers and the details listed below for reference.

AREA	RATES OF WAGES PLUS V.D.A PER DAY			
	Basic Wages (Rs.)	V.D.A (Rs.)	Total (Rs.)	
A	523 +	35 =	558	
B	437 +	29 =	466	
C	350 +	23 =	373	

Note :

1. Refer the Basic Standard Rate – Minimum Wages as fixed by the Ministry of Labour and Employment, New Delhi, No.1/38(5)/2018-LS.II dated 28.09.2018 as modified from time to time per month per service, and the same is furnished above.
2. Bonus of Rs.1749/- is payable once in 3 months (i.e., Quarterly @ 8.33% of basic wage up to the ceiling of Rs.7000/- per annum as notional pay for wage as per Payment of Bonus Amendment Act, 2015). The contractor has to prefer a separate claim for bonus payable (Based on 90 days attendance including Weekly offs) with GST during the months of January, April, July & October for the preceding three months period.
3. GST as applicable from time to time shall be paid by BSNL.
4. Once rate is approved by BSNL, the rate is firm & valid for the entire tender period including the extension period. Any increase in minimum wages due to the revision of VDA, and proportional increase in EPF/ESI will be reimbursed, as per existing norms.

**SECTION-V (PART-A)**

**ANNEXURE-B**

**SCHEDULE OF REQUIREMENT**

**I.IN THE PREMISES AT RTTC, Chennai**

Office at	Floor area in rooms to be kept clean and neat	Common area in Corridor and Staircase	No of Bath rooms	No of Toilets	No of Urinals	No of wash basins
Building “A”	1194 Sq.m	328 Sq.m	2	10	9	13
Building “B”	3981 Sq.m	1490 Sq.m	-	42	24	37
Building “C”	1592 Sq.m	248 Sq.m	-	-	-	-
Hostel	2025 Sq.m	908 Sq.m	52	56	13	50
Energy Block	257 Sq.m	-	-	-	-	-
Total	9049 Sq.m	2974 Sq.m	54	108	46	100

At Present VI and VII floors require cleaning once in ten days only

Daily cleaning Area : 9979 sq. mts

Once in ten days cleaning area : 1554 sq .mts\_\_

**II. SCHEDULE OF REQUIREMENT IN THE PREMISES AT DTTC, EAST TAMBARAM, CHENNAI-59**

Office at	Carpet area to keep clean and neat	Open Area Approximately	Toilets	Urinals	Wash basin
Annexe Building I	181.16 Sq. m	460.78 Sq. m	7 Nos	7 Nos	5 Nos
1 <sup>st</sup> Floor	157.93 Sq. m	---	---	---	---
2 <sup>nd</sup> Floor	204.38 Sq. m	---	3 Nos	4 Nos	5Nos
3 <sup>rd</sup> Floor	221.1 Sq. m	---	---	---	---
Canteen	94.01 Sq.m	27.87 Sq. m	---	---	4 Nos
Annexe Building II	67.15 Sq. m	189.52 Sq. m	2 Nos.	4 Nos.	2 Nos.
Total	925.73 Sq. m	678.17 Sq. m	12 Nos	15 Nos	16 Nos

**SECTION-V (PART-A)****ANNEXURE - C**

List of Consumable materials to be supplied in the premises at RTTC, Chennai – Monthly requirement.

S.No	Name of the Item	Quantity required per month
1	Scented phenyl oil compound	15 Lit concentrated solution
2	Soap Oil	15 Lit concentrated solution
3	Liquid for hand wash	02 Litres
4	Collins Glass cleaner	02 Litres
5	Bleaching powder	10 Pkts
6	Cleaning powder for wash basin	10 Pkts
7	Napthalene balls	03 Kgs
8	Urinal cakes	100 Nos.
9	Room refreshner – Odonil pockets	30 Nos.
10	Dettol	02 Litres
11	Aerosol Room spray	5 Nos.
12	Harpic cleaner	15 Litres
13	Dettol handwash	04 Nos.
14	Chequered cloth for cleaning	20 Nos.
15	Yellow cloth	20 Nos.
16	Plastic scrubber	20 Nos.
17	Soft broom	15 Nos.
18	Hard broom	10 Nos.
19	Moping stick	15 Nos.
20	Toilet cleaning brush	10 Nos.
21	Cobweb dusting stick(Adjustable Length)	1 No
22	wiper	2 Nos

List of Consumable materials to be supplied in the premises at DTTC, Chennai – Monthly requirement.

S.No	Name of the Item	Quantity required per month
1	Scented phenyl oil compound	2 Lit concentrated solution
2	Soap Oil	2 Lit concentrated solution
3	Soap oil for hand wash	1/2 Litre
4	Collins Glass cleaner	1/2 Litre
5	Bleaching powder	3 Pkts
6	Cleaning powder for wash basin	3 Pkts
7	Napthalene balls	1/2 Kg
8	Urinal cakes	20 Nos.
9	Room refreshner – Odonil pockets	5 Nos.
10	Dettol	1/2 Litre
11	Aerosol Room spray	1 No.
12	Harpic cleaner	3 bottles
13	Dettol handwash	2 Nos.
14	Chequered cloth for cleaning	4 Nos.
15	Yellow cloth	4 Nos.
16	Plastic scrubber	4 Nos.
17	Soft broom	3Nos.
18	Hard broom	3 Nos.
19	Moping stick	2 Nos.
20	Toilet cleaning brush	2 Nos.
21	Hit Spray	1 No.
22	Cobweb dusting stick(Adjustable Length)	1 No.
23	wiper	1 No.

**SECTION-V (PART-A)**  
**ANNEXURE – D**

**DISPLAY CHART FOR CLEANING**

The contractor at his expense makes a chart for cleaning of Toilets and arranges to display at all doors as per Proforma furnished below. This shall normally be kept hung on the rear side of the door.

**A. FRONT SIDE**

Date	Name	1 <sup>st</sup> Cleaning		2 <sup>nd</sup> cleaning	
		TIME	<b>SIGN</b>	TIME	<b>SIGN</b>

Signature of Supervisor..

**BACK SIDE**

**DO NOT OPEN  
CLEANING IN PROGRESS**

**SECTION – V (PART-B)**

**ANNEXURE - I**

**EXPERIENCE CERTIFICATE**

This is to certify that M/s \_\_\_\_\_ registered at the official address

\_\_\_\_\_ has provided man power /  
outsourcing of House keeping to our establishment / Department

\_\_\_\_\_ for the period from  
\_\_\_\_\_ to \_\_\_\_\_. During the above period their performance /  
workmanship were good and satisfactory.

Station:

Signature :

Date :

Name of the Officer :

Office Address :

Office Stamp:



**SECTION – V (PART – B)**

**ANNEXURE – II**

**STATEMENT OF COMPLIANCE**

To

Principal,  
Regional Telecom Training Centre  
Periyar Salai,  
SIDCO Industrial Estate,  
Maraimalainagar- 603209

Dear Sir/ Madam,

Sub:- Tender for House Keeping of buildings and compound in the office premises of the Principal ,Regional Telecom Training Centre (RTTC), Maraimalai Nagar-603209 and Principal,District Telecom Training Centre , No.9, MES Road, East Tambaram, Chennai 600 059 – Regarding.

\*\*\*

I have gone through the complete terms and conditions relating to the tender document of the House Keeping of buildings and compound in the office premises of the Principal, Regional Telecom Training Centre (RTTC), Maraimalai Nagar-603209 and Principal, District Telecom Training Centre, No.9, MES Road, East Tambaram, Chennai 600 059 and accept the same. I am herewith enclosing

(i) Bank Draft No. .... Dated .....

drawn on .....Bank for Rs .....

(Rupees..... only) along with tender as earnest money deposit and

(ii) Bank Draft No. .... Dated

..... drawn on

.....Bank for Rs . . . . .

(Rupees..... only) along with tender as tender document fee. (or) The receipt issued by AO (COBA) for receipt of tender document fee , vide receipt no. ....dated. ....

Place:

Signature of the Tenderer

Date:

Name in Block Letters:

Address :

**SECTION – V (PART – B)**  
**ANNEXURE - III**

**Advance Stamped Pre-Receipt**

Received with thanks from the Accounts Officer, BSNL, Chennai Telephones

the sum of Rs ----- (Rupees -----

----- only) towards the refund of EMD paid at the time of submission

of tender vide your receipt no.-----

Place:

Date :

Signature of the tenderer

**SECTION – V (PART – B)**

**ANNEXURE – IV**

**BID FORM**

From

To

Principal,  
Regional Telecom Training Centre  
Periyar Salai,  
SIDCO Industrial Estate,  
Maraimalainagar- 603209.

Dear Sir,

- 1 Having examined the above mentioned tender enquiry document including amendments / clarification /addenda Nos \_\_\_\_\_ Dated \_\_\_\_\_ the receipt of which is duly acknowledged, we, the undersigned, offer to provide housekeeping services in conformity with the conditions of contract and specifications for the sum shown in the financial bid at **Section V Part A** attached herewith and made part of this bid.
2. We undertake, to enter into agreement within one week of being called upon to do so and bear all expenses including charges for stamps etc and agreement will be binding on us.
3. If our bid is accepted, we will obtain the guarantees of a Scheduled Bank for a sum not exceeding 10% of the Tender value for the due performance of the Contract.
4. We agree to abide by this Bid for a period of **120** days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. Until an agreement is signed and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
6. Bid submitted by us is properly digitally signed so as to prevent any subsequent replacement.
7. We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated this .....Day of .....2019.

Signature of

In capacity of

Duly authorized to sign the bid for and on behalf of .....

Witness .....

Address .....

Signature

**SECTION – V (PART – B)****ANNEXURE - V**

Name of work: On line tender document for House keeping services at Regional Telecom Training Centre (RTTC), Maraimalai Nagar-603209 & District Telecom Training Centre (DTTC), East Tambaram, Chennai -600 059. .

**TENDERER'S PROFILE**

To be filled in by the bidder (enclose copy of documents to support your statement)

1.	Name and Postal Address of the Bidder:		Phone:	
	_____		Mobile:	
	_____		Fax:	
	_____		E-Mail:	
2.	Is your concern Recognized / Registered			
	(Attach Photocopy as a proof)	Yes	No	
	Tick as applicable a. Registered under Companies Act b. Registered under Establishment Act c. Registered as firm d. Proprietorship / Any other category (please specify) e. Sister concern of ..... (please specify name) (Attach Photocopy as a proof)			
3.a	Income Tax permanent account number (PAN) : (attach Proof) & IT returns for last two years.			
3.b	GST Registration Number : (attach Proof)			
3.c	Registration/Allotment Number of			
	ESI (Attach proof) :			
	EPF (Attach Proof) :			
	Any other social security scheme for workers : (Like group insurance/personal accident insurance/pension etc for Labourers) (Give details) :			
4.	Experience (attach performance certificate from the Govt. / PSU Companies / Public Agencies / Firms / Organizations : _____ Years.			
5.	Valid Labour Licence (Attach Proof)			
6.	Have you ever been black listed:- yes or no Enclose certificate as per ( <b>Annexure- XI</b> )			
7.	The particulars of bank accounts to which ECS payment to be sent. Enclose certificate as per ( <b>Annexure-XII</b> )			

**DATE****SEAL****SIGNATURE**

**SECTION – V (PART – B)**

**ANNEXURE - VI**

**BID SECURITY BOND**

Whereas ..... (hereafter called “the Bidder”) has submitted its bid dated ..... for House keeping services at office premises of the Principal ,Regional Telecom Training Centre (RTTC), Maraimalai Nagar-603209 and Principal,District Telecom Training Centre , No.9, MES Road, East Tambaram, Chennai 600 059 vide **NIT No: RTTC Chennai/2018-2019/House Keeping/1 dt 23/01/2019.**

.....KNOW ALL MEN by these presents that We ..... of ..... having our registered office at ..... (hereafter called “the Bank”) are bound unto .....BSNL, in the sum of Rs. .... For which payment will and truly to be made the Bank binds itself, its successors and assigns by these presents.

The condition of the obligations are:

1. If the bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form; or
2. If the bidder, having been notified of the acceptance of its bid by the BSNL during the period of bid validity.
  - (a) fails or refuses to execute the contract, if required, or
  - (b) fails or refuses to furnish performance security, in accordance with the instructions to bidders.

We undertake to pay to ..... , BSNL up to the above said amount upon receipt of its first written demand, without having to substantiate its demand, provided that in its demand, BSNL will note that the amount claimed by it is owing to the occurrence of one or two or both conditions specifying the occurred condition or conditions.

This guarantee will remain in for 120 days and any demand in respect thereof should reach the Bank not later than the specified date/ dates.

Signature of Witness  
Name of Witness  
Address of Witness

Signature of the Bank  
Name  
Signed in Capacity of  
Full Address of Branch  
Tel. No. of Branch  
Fax No. of Branch

Note: This guarantee shall be issued on non-judicial stamp paper of appropriate value in accordance with the stamp act

**SECTION – V (PART – B)**

**ANNEXURE - VII**

**PERFORMANCE GUARANTEE BOND**

In consideration of CGM BSNL, Chennai Telephones (hereinafter called 'BSNL, Chennai Telephones') having agreed to exempt \_\_\_\_\_ (hereinafter called 'the said contractor(s)') from the demand under the terms and conditions of an agreement/ Advance Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ made between \_\_\_\_\_ and \_\_\_\_\_ for House keeping services at office premises of the Principal ,Regional Telecom Training Centre (RTTC), Maraimalai Nagar-603209 and District Telecom Training Centre, East Tambaram, Chennai - 59 vide **NIT No: RTTC Chennai/2018-2019/House Keeping/1 dt 23/01/2019** ('hereinafter called 'the said agreement'), of security deposit for the due fulfillment by the said contractor(s) of the terms and conditions contained in the said agreement, on production of the bank guarantee for \_\_\_\_\_ we, (name of the bank) \_\_\_\_\_ (hereinafter refer to as "the bank") at the request of contractor(s)) do hereby undertake to pay to the BSNL, Chennai Telephones, an amount not exceeding \_\_\_\_\_ against any loss or damage caused to or suffered or would be caused to or suffered by BSNL, Chennai Telephones, by reason of any breach by the said contractor(s) of any of the terms and conditions contained in the said Agreement.

- a) We (name of the bank) \_\_\_\_\_ do hereby undertake to pay amounts due and payable under this guarantee without any demur, merely on a demand from BSNL, Chennai Telephones, by reason of breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the contractor(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of BSNL, Chennai Telephones, in these counts shall be final and binding on the Bank. However, our liability under this guarantee shall be restricted to an amount not exceeding \_\_\_\_\_.
- b) We undertake to pay to the BSNL, Chennai Telephones, any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/ supplier(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/ supplier(s) shall have no claim against us for making such payment.
- c) We (name of the bank) \_\_\_\_\_ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the BSNL, Chennai Telephones, under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till \_\_\_\_\_ (office /department) BSNL, Chennai Telephones, certifies that the terms and conditions of the said agreement have been fully or properly carried out by the said contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing before the expiry of the period from the date hereof, we shall be discharged from all liabilities under this guarantee thereof.
- d) We (name of the bank) \_\_\_\_\_ further agree with the BSNL, Chennai Telephones, that the BSNL, Chennai Telephones, shall have the fullest liberty without our consent and without affecting any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend the time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the BSNL, Chennai Telephones, against the said contractor(s) or to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reasons or any such variations or extension being granted to the said contractor(s) or for the any forbearance, act or omission on the part of the BSNL, Chennai Telephones, or any indulgence by the BSNL,

Chennai Telephones, to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

- e) The Guarantee will not be discharged due to the change in the constitution of the bank or the contractor(s)/ supplier(s) .
- f) We (name of the bank)\_\_\_\_\_lastly undertake not to revoke this Guarantee during its currency except with the prior consent of the BSNL, Chennai Telephones, in writing.

Dated the \_\_\_\_\_ day of \_\_\_\_\_

for

\_\_\_\_\_  
(Indicate the name of the bank)

Note: This guarantee shall be issued on non-judicial stamp paper of appropriate value in accordance with the stamp act.

**SECTION – V (PART – B)**

**ANNEXURE - VIII**

**LETTER OF AUTHORISATION FOR ATTENDING BID OPENING**

To

Principal,  
Regional Telecom Training Centre  
Periyar Salai,  
SIDCO Industrial Estate,  
Maraimalainagar- 603209.

Subject - Authorization for attending bid opening on \_\_\_\_\_ (date) for the tender of  
House keeping services vide **NIT No RTTC Chennai/2018-2019/House Keeping/1 dtd**  
**23/01/2019.**

Following persons are hereby authorized to attend the bid opening for the tender  
mentioned above on behalf of \_\_\_\_\_ (bidder) in the order of  
preference given below.

**Order of Preference**

**Name**

**Specimen  
Signature**

I.

II.

Alternate Representative

Signature of bidder

Or

Officer authorized to sign the bid  
Documents on behalf of the bidder

Note: 1. Maximum of two representatives will be permitted to attend bid opening. In case where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representative is not able to attend.

2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.



**SECTION – V (PART – B)**

**ANNEXURE - IX**

**Name of work:** On line tender document for House keeping services at office premises of the Principal ,Regional Telecom Training Centre (RTTC), Maraimalai Nagar-603209 and District Telecom Training Centre, East Tambaram, Chennai - 600059.

**NO NEAR RELATIONSHIP CERTIFICATE**

I \_\_\_\_\_, S/o \_\_\_\_\_ ,  
Resident of \_\_\_\_\_ hereby certify that none of my  
relative(s) as defined in **clause 6 of Section-IV** is/ are employed in BSNL unit as per details given in bid  
document. In case at any stage, it is found that the information given by me is false/incorrect, BSNL shall  
have the absolute right to take any action as deemed fit/ without any prior intimation to me.

Signed \_\_\_\_\_

For and on behalf of the Service Provider

Name (capital) \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_

**SECTION – V (PART – B)**

**ANNEXURE - X**

**UNDERTAKING**

This deed of undertaking executed on this \_\_\_\_\_ day of ----- Two thousand and -----  
--- by (Name of sole proprietor/ partner/ Director / authorized representative, the Firm, Company, Trust, Society etc.)----- S/o -----residing at-----  
-----on behalf of said M/s ----- (Name of the Firm, Company, Trust, Society, etc.) having its office at-----and  
duly authorized to sign, file and verify present undertaking by the said ----- (Name of the Firm, Company, Trust, Society, etc.) in favour of Bharat Sanchar Nigam Limited, a Government of India Enterprise having its Registered Office at Bharat Sanchar Bhawan, Harish Chandra Mathur Lane, Janpath, New Delhi and local office located at ----- hereinafter called BSNL which terms shall mean and include its successors, administrators, heirs and assigns.

Whereas M/s BSNL invited bids for ----- I/We participated in the bidding process and emerged as successful bidder with respect to Tender No. ----- I/ We ----- acknowledge that I/We ----- have fully understood and are aware of the terms & conditions of the Tender/ Contract and do hereby unequivocally and unconditionally undertake and declare that :

1. I/ We -----shall comply with all the Rules/ Regulations/ Laws/ Government instructions/ statute etc; that are applicable / will be applicable which are aimed to protect the interest of the workers/ employees engaged by me / us during the course of performance of this contract.
2. I/We shall fully protect, indemnify and hold harmless BSNL and its employees, officers, Directors, agents or representatives against any liabilities, losses, actions, judgements, damages, fines, penalties and costs (including legal costs and disbursements ) arising from or relating to:

- a) any breach/ violation of any direction / order of government authorities, breach/ violation of any provisions of the labour laws or any other laws / statutes / regulations that are aimed to protect the interest of the workers/ labourers engaged by me / us during the course of this contract.
- b) any claim made by any other third party in connection with violation of any of the laws, guidelines, instruction, etc;

3. In witness whereof this undertaking has caused on the ----- Day ----- Month of -----Year

Date:

Place:

Signature: -----

Name: -----

Designation: -----

\_\_\_\_\_  
**WITNESS :** 1. ....

2. ....

**SECTION – V (PART – B)**

**ANNEXURE - XI**

**Name of work:** On line tender document for House keeping services at office premises of the Principal ,Regional Telecom Training Centre (RTTC), Maraimalai Nagar-603209 and District Telecom Training Centre, East Tambaram, Chennai -600059.

**NON BLACKLISTING CERTIFICATE**

I \_\_\_\_\_, S/o \_\_\_\_\_

hereby certify that I/my company have/has not been blacklisted by any Govt. Department/PSU of Central or any State Govt. as in **Annexure V of Section V Part B** of Bid document. In case at any stage, it is found that the information given by me is false/incorrect, BSNL shall have the absolute right to take any action as deemed fit/ without any prior intimation to me.

Signed \_\_\_\_\_

For and on behalf of the Service Provider

Name (capital) \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_

**SECTION – V (PART – B)****ANNEXURE - XII****ECS FORM**Mandate Form

Payment through NEFT/RTGS-System (Real time gross settlement)

1	Name (M/s)	
2	Address	
3	Name of the A/C Holder.	
4	Bank Name	
5	Branch Name	
6	Branch Address, Telephone No. Fax No.	
7	MICR Code no.	
8	Type of account	
9	A/c. No.	
10	IFSC Code	

I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold the user institution responsible I have read the option invitation letter and agree to discharge the responsibility expected on me as a participant under the scheme.

Date: \_\_\_\_\_ Signature of the authorized signatory with stamp.  
A/C holder / customer

*Certified that the particulars furnished above are correct as per our records.*

Bank's Stamp

Signature of the authorized official of the Bank

Date:

I have read and understood the above.

Signature of Bidder

**SECTION – V (PART – B)****ANNEXURE - XIII****VENDOR MASTER FORM**

(The details listed will be used for making all payments against Pos/WOs, refund of EMDs / SDs, intimation of payments by email, issue of TDS certificates, C Form for CST purchased etc,)

(\*) Minimum Required Fields to be filled by the Company/Vendor. Please Attach copies of the supporting documents.

Title\* : Mr. / Ms./ M/s. / Dr.

Name\* :  
 .  
 .  
 .

Address\* :  
 .  
 .  
 .  
 .

Town/District\* :

City\* :

State\* :

Postal/PIN Code\* :

Country\* :

Contact Details

Telephone Number :

Fax No.:

E-mail id :

(Mandatory for E-tendering)

Name of Contact Person: :

Mobile No:

Alternate Contact Person :

Mobile No:

Tax Information:

PAN :

GST .No. :

For foreign vendor

Income Tax Exemption details:

IT Exemption No, :

IT Exemption rate:

IT Exemption date :

IT Exemption date from :

IT Exemption date to:

Excise Details:

Excise reg. no. :

Excise Range. :

Excise Division :

Excise Commissioner ate :

Payment Transactions/Bank Details

Bank Country :

Bank Name :

Bank Address :

Bank A/c No. :

BANK IFSC :

Account Holder's Name :

Type of Account : Savings (10)

Current (11)

SWIFT Code :

(for Foreign Vendors)

IBAN :  
(For Foreign Vendors)

(Enclose a blank Cheque / a Photocopy of the Cheque to verify A/c No. & Bank details)

Industry Status:

Micro / SSI Status : Yes / No.

1. I/We hereby authorize BSNL to make all payments to us by cheque / direct credit to our bank account details which are specified above.
2. I/We hereby authorize BSNL to deduct bank charges applicable for such direct bank payments.

Note: If the relevant documents for MSME/SSI status are not provided, then the relevant exemption will not be given.

**Company / Vendor Authorized Signatory / Designation      Date:      Company Seal**

(For Office use)

Vendor Account Group:  
TDS Type - Invoice :

Payment Method:  
TDS Code - Invoice:

Checked by:      Authorised by (Finance)      SAP Vendor Master created on      SAP Vendor Code

Name of the bidder

**SECTION – V (PART – B)**

**ANNEXURE - XIV**

**SPECIAL INSTRUCTIONS TO BIDDERS FOR ON LINE TENDERING PROCESS**

**GENERAL**

Submission of Online bids is mandatory for this tender. On line tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Suppliers/Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic e-Tendering, BSNL, CHTD HQ Zone has decided to use the portal (<https://www.tenderwizard.com/BSNL>) of M/s ITI Limited, a Government of India Undertaking. Benefits to suppliers / service providers are outlined on the Homepage of the portal. Those suppliers/service providers not registered on the website mentioned above, are required to get registered beforehand. The intending bidder must read the terms and conditions of this tender carefully. He should only submit his bid if he considers himself eligible and he is in possession of all the documents required. The BSNL, Chennai Telephones reserves the right to reject any prospective application without assigning any reason and to restrict the list of qualified bidders to any number as deemed suitable by it, if too many bids are received satisfying the laid down criteria.

**INSTRUCTIONS**

1. Information and instructions for bidders posted on website [www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL) shall form part of bid document. If not registered, the intending tenderers shall get themselves registered with M/s ITI Limited, as per instructions on their web site, by paying applicable fee as per Govt. of India ruling.

**2. ONLINE BIDDING METHODOLOGY:**

Technical bid & financial bid shall be uploaded by the bidder at the same time through on line.

E-Reverse auction/negotiation if required by BSNL CHTD HQ Zone after opening of financial bids, shall be resorted to as per para 2 of section -II (part A).

**Broad outline of activities from bidders prospective:**

- (i) Procure a Digital Signing Certificate (Class III) (DSC).
- (ii) Register on Electronic E-Tendering (<https://www.tenderwizard.com/BSNL>).
- (iii) Create Users and assign roles on <https://www.tenderwizard.com/BSNL>.
- (iv) View Notice Inviting E-Tender (NIT) on <https://www.tenderwizard.com/BSNL>.
- (v) Download Official Copy of E-Tender Document from <https://www.tenderwizard.com/BSNL>.
- (vi) Clarification to E-Tender Documents on <https://www.tenderwizard.com/BSNL> - Query to BSNL (Optional) - View response to queries posted by BSNL, through addenda.
- (vii) Bid-submission on <https://www.tenderwizard.com/BSNL> : Prepare & arrange all document/ paper for submission of bid online and offline.
- (viii) Attend Public Online E-Tender Opening Event (TOE) on <https://www.tenderwizard.com/BSNL> - Opening of Technical bid.
- (ix) Post-TOE Clarification on <https://www.tenderwizard.com/BSNL> (Optional) - Respond to BSNL's Post-TOE queries.
- (x) Attend Public Online E-Tender Opening Event (TOE) on <https://www.tenderwizard.com/BSNL> - Opening of Financial bid (only for technically qualified bidders).

3. For participating in this E-Tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the <https://www.tenderwizard.com/BSNL>.

**Note 1:** It is advised that all the documents to be submitted are kept scanned and converted to PDF format in a separate folder on your computer before starting online submission. The financial bid (Excel Format) may be downloaded and rates may be filled appropriately. This file may also be saved in a secret folder on your computer.

Note 2: While uploading the documents, it shall be ensured that the file name shall be the name of the document itself.

#### 4. **DIGITAL SIGNATURE CERTIFICATES:**

For integrity of data and its authenticity/non-repudiation of electronic records and to be compliant with IT Act' 2000, it is necessary for each user to have a Digital signature Certificate (Class III) (DC), also referred to as Digital Signature Certificate (DSC), of Class-III issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA). [refer <http://www.cca.gov.in>].

#### 5. **REGISTRATION:**

(i) The E-Tender document can be downloaded from the website: [www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL) and to be uploaded in the e-format. Cost of the E-Tender Document (in the form of DD - in original) and Bid Security (in the form of DD - in original) have to be submitted to the office of the Principal DTTC as per address given in bid document before the scheduled date and time of opening of the E-Tender otherwise the bid will not be considered.

(ii) Amendments, if any, to the E-Tender documents will be notified in the above website as and when such amendments are notified. It is the responsibility of the bidders who have downloaded the E-Tender document from the website to keep themselves abreast of such amendments before submitting the E-Tender document. Intending bidders are requested to register themselves with M/s ITI Limited through [www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL) for obtaining user-id, Digital Signature etc. by paying Vendor registration fee and processing fee for participating in the above mentioned E-Tender. **The Principal General Manager (HR&ADMN) BSNL CHTD, has decided to use process of e-E-Tendering for inviting this E-Tender and thus the physical copy of the E-Tender would not be sold.**

(iii) The bidder is required to pay "0.05 % of Total Estimated cost of Tender or as decided by the Application service provider" { ASP (i.e.,) to be paid to the E - Portal vendor - M/s ITI Limited }

**Note: After successful submission of Registration details and Vendor Registration fee and processing fee (as applicable), contact M/s ITI Limited.**

#### 6. **SPECIAL NOTE ON DATA PROTECTION OF BIDS**

(i) Security related functionality has been rigorously implemented in [www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL) in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender's software. Security related aspects as regard Bid Submission are outlined below:

(ii) As part of the Electronic Encrypted™ functionality, the contents of bid are securely encrypted using Public-Key of the specified officer of a Buyer organization. Bid-encryption in [www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL) is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE), even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.



(iii) There is an additional protection with SSL Encryption during transit from the client-end computer of a Supplier organization to the e-tendering server/ portal

## 7. **PUBLIC ONLINE TENDER OPENING EVENT (TOE)**

(i) [www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL) offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. For this purpose, representatives of bidders (i.e. Supplier organization) duly authorized are requested to carry a Laptop and Wireless Connectivity to Internet.

(ii) Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)' has been implemented on [www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL). [www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL) has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the buyer for each tender. The information in the comparison chart is based on the data submitted by the bidders in electronic form. A detailed technical and/ or financial comparison chart enhances the transparency.

(iii) There are many more facilities and features on [www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL). For a particular tender, the screens viewable by a supplier will depend upon the options selected by the concerned buyer.

## 8. **IMPORTANT NOTE:**

In case of internet related problem at a bidder's end, especially during 'critical events' such as a short period before bid-submission deadline, during e-auction, it is the bidder's responsibility to have backup internet connections. In case there is a problem at the BSNL opening venue or at e-Procurement/e-Auction service provider's end (in the server, leased line etc.) due to which all the bidders face a problem during critical events, and this is brought to the notice of BSNL by the bidders in time, then BSNL will promptly re-schedule the affected event(s).

## 9. **OTHER INSTRUCTIONS**

(i) For further instructions, the vendor should visit the home-page of the portal (<https://www.tenderwizard.com/BSNL>), and go to the Vendor-Help Manual.

(ii) Important Note: It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action.

This will prevent hiccups and minimize teething problems during the use of <https://www.tenderwizard.com/BSNL>.

10. **The following 'four KEY INSTRUCTIONS for BIDDERS'** must be assiduously adhered to:

(i) Obtain individual Digital Signing Certificate (Class III) (DSC or DC) well in advance of your first tender submission deadline on <https://www.tenderwizard.com/BSNL>

(ii) Register your organization on <https://www.tenderwizard.com/BSNL> well in advance of your first tender submission deadline on <https://www.tenderwizard.com/BSNL>.

(iii) Get your organization's executives concerned trained on <https://www.tenderwizard.com/BSNL> well in advance of your first tender submission deadline on <https://www.tenderwizard.com/BSNL>. Submit your bid well in advance of tender submission deadline on <https://www.tenderwizard.com/BSNL> (At least one day before the deadline) (There could be last minute problems due to internet timeout, breakdown, etc.).

(iv) While the first three instructions mentioned above are especially relevant to first-time users of <https://www.tenderwizard.com/BSNL>, the fourth instruction is relevant at all times.

11. Minimum Requirements at Bidders end.
  - (i) Computer System with good configuration (Minimum P IV, 1 GB RAM, Windows 7)
  - (ii) Broadband connectivity.
  - (iii) Microsoft Internet Explorer 6.0 or above
  - (iv) Digital Signature Certificate (Class III)(s)

12. Helpdesk (as given below) to get your registration accepted/activated.

Helpdesk - M/s ITI Limited

Telephone/ Mobile No. 9894191904 - Shri. S. Dinesh  
9962676264 / 8098469169- Shri. Kirubakaran

E-mail ID

twhelpdesk438@gmail.com,

twhelpdesk679@gmail.com,

twhelpdesk444@gmail.com,

bsnltwhelpdesk@gmail.com

13. BSNL Contact:

BSNL Contact -1

Divisional Engineer ( Infra) RTTC,  
Phone No - 044-27455661  
FAX No -044-27455684  
Email id:-rttcchennai@gmail.com  
[between 10:00 hrs to 17:30 hrs on all working days]

*BSNL Contact -2*

SDE RTTC  
Phone no. 044-27455670  
(between 10:00 hrs to 17:30 hrs on all working days)

**SECTION – V (PART – B)****ANNEXURE - XV****CHECK LIST**

The check list shall be filled up and enclosed with the Tender document

<b>SL. No.</b>	<b>ITEMS</b>	<b>Whether available Yes/No</b>	<b>Remarks</b>
1	Bid security details		
2	DD or bankers cheque for the tender fee		
3	Chennai Office details		
4	Digitally signed copy of tender documents, Corrigendum and Addendum.		
5	Authorization to sign bid document		
6	Proprietary deed/ Partnership deed/ MOA		
7	Power of attorney in case of Partnership Company.		
8	Document proof of past performance in PSU/ Govt dept.		
9	Bid form		
10	No near relative certificate		
11	Proof of financial health of bidder certified by Chartered Accountant /Bank		
12	IT returns copy of last 2 years		
13	Authorization letter for attending bid opening		
14	Tenderer's Profile		
15	Vendor master form		
16	Declaration for no addition / deletion / correction done in Tender document		
17	GST registration copy		
18	PAN card copy		
19	EPF registration copy		
20	ESI registration copy		
21	Labour licence copy		
22	Financial bid		

**SECTION-VI****LIST OF ABBREVIATIONS**

<b>Sl.No.</b>	<b>Abbreviation</b>	<b>Expansion</b>
<b>1</b>	<b>CMD</b>	<b>Chairman and Managing Director</b>
<b>2</b>	<b>BSNL</b>	<b>Bharat Sanchar Nigam Limited</b>
<b>3</b>	<b>CHTD</b>	<b>Chennai Telecom District</b>
<b>4</b>	<b>PGM(HR&amp;ADMN)</b>	<b>Principal General Manager (Human Resources and Administration)</b>
<b>5</b>	<b>EMD</b>	<b>Earnest Money Deposit</b>
<b>6</b>	<b>EPF</b>	<b>Employee's Provident Fund</b>
<b>7</b>	<b>ESI</b>	<b>Employee State Insurance</b>
<b>8</b>	<b>SDE(BLDGS )</b>	<b>Sub Divisional Engineer(Building )</b>
<b>9</b>	<b>Sq.m.</b>	<b>Square metre</b>
<b>10</b>	<b>Nos</b>	<b>Numbers</b>
<b>11</b>	<b>DD</b>	<b>Demand Draft</b>
<b>12</b>	<b>O/o</b>	<b>Office of</b>
<b>13</b>	<b>RTTC, CHENNAI</b>	<b>Regional Telecom Training Centre</b>
<b>14</b>	<b>DTTC, CHENNAI</b>	<b>District Telecom Training Centre</b>

**END OF THE ON LINE TENDER DOCUMENT**