



**ICAR-Central Citrus  
Research Institute  
Amravati Road,  
Nagpur-440033**

Tel. Phone: 0712-2500249, 2500615 Fax:  
0712-2500813.

Website: <https://ccri.icar.gov.in/>  
<https://icar.org.in/>

E-mail: [aoccri.nagpur@gmail.com](mailto:aoccri.nagpur@gmail.com),  
[storesectionccri@gmail.com](mailto:storesectionccri@gmail.com)

GST No: - 27 AAAAI 1830P 4ZG



F. No. CCRI /RRCC/Job Work/2023-24/Estt./1

Date:16.05.2023

**E-TENDER DOCUMENT**

**SUB: E- Annual job work for General Cleaning (12 workers) with all necessary branded materials of ICAR-CCRI (Ground & First floor, Administrative, all lab's, all residential quarters, Farm Office, Guest House) on job contract basis at ICAR - CENTRAL CITRUS RESEARCH INSTITUTE AMRAVATI ROAD, NAGPUR-440-033**

**Director, ICAR-CCRI invites online tenders in Two Bids System through GeM Portal from the reputed service providers with a proven track record in the field of performing "Annual job work for General Cleaning ICAR - Central Citrus Research Institute Amravati Road, Nagpur on job contract basis. The details of the Scope of work, Schedule of requirements and terms & conditions of the contract are given in the enclosed Annexures.**

1. Details of the tender are given below:

Tender File Number	ICAR/CCRI/General Cleaning/2022-23/Estt/
Description Of Work	Annual job work for General Cleaning of ICAR-CCRI Administrative and lab building as well as residential quarters on job contract basis at ICAR - CENTRAL CITRUS RESEARCH INSTITUTE AMRAVATI ROAD, NAGPUR
Type Of Tender	Two Bid System (Gem)
Bid Validity	90 days from the date of Technical Bid opening
EMD	<b>Rs.1.00 lakh (Rupees: One Lakh Only)</b> in the form of Demand Draft in favour of Director, ICAR-Unit CCRI payable at Nagpur.
EMD Validity	90 days from the date of Technical bid opening
Security Deposit (Sd)	<b>5 %</b> of the total annual contract value
Performance Security (Ps)	Bank Guarantee/FDR in favour of Director, ICAR unit CCRI
Validity Of Sd/Ps	60 days after the expiry of the contract (Minimum 14 months)
Details of tender	Tender Documents and Notice is also available on CCRI website: <a href="http://www.icar.ccri.gov.in">www.icar.ccri.gov.in</a>

2. Schedules of General Cleaning etc. to be carried out and other requirements connected to the contract, including formats of the bids, terms and conditions of the contract, etc. are enclosed to this Tender Invitation, as per the following details:

2.1	Letter of Invitation	ANNEXURE-I
2.2	General Information & Other Terms And Conditions	ANNEXURE-II
2.3	Technical Bid documents	ANNEXURE- III
2.4	Instructions to Bidders	ANNEXURE- IV

1. **\*Before quoting the rates, the site must be mandatorily visited/inspected by the party. The certificate of site visit be obtained from ICAR-CCRI, Nagpur. Bidders who do not visit in site will not be considered for Technical Evaluation.**
2. **Pre-Bid Meeting will be held on 00.00.2023 at 16.00 PM in ICAR-CCRI, Nagpur with bidders. Interested bidders are compulsorily required to participate in meeting for any clarification related to this contract. Bidders who do not participate in Pre-Bid Meeting will not be considered for Technical Evaluation.**
3. The entire tender document including all Annexures, except the Financial Bid in Annexure VII, will be part of the Technical Bid which must also contain the scanned copy of EMD and cost of the tender document and all other requisite documents called for in the tender. Both bids (technical and financial) are to be uploaded on GeM Portal.

**Original DD/FDR/ Bank Guarantee/Banker Cheque relating to EMD & Tender cost must be submitted to Store Section along with duplicate copy of Technical bid, ICAR- Central Citrus Research Institute, Nagpur-440033 before the last date of submission of Tender on GeM Portal. Special instructions to the Contractors/Bidders for the e-submission of the bids online through this GeM Portal can be downloaded from GeM Portal.**

Yours faithfully,

Sd/-

**ADMINISTRATIVE OFFICER**

## LETTER OF INVITATION

Dear Tenderer,

.....

Online bids are hereby invited on behalf of the Director, ICAR- Central Citrus Research Institute Nagpur for **Annual job work for General Cleaning of ICAR-CCRI Administrative, all lab's as well as all residential quarters, Guest House, Farm Office** at ICAR- Central Citrus Research Institute, Amravati Road, Nagpur. The terms and conditions of the contract are detailed in the tender document. Please submit your offer if you are in a position to undertake the required **General Cleaning** in accordance with the requirements stated in the attached Annexure. **Submit your all documents both relating to Technical and Financial bid online only before tender closing date.**

1. An EMD of Rs.1.00 Lakhs (Rupees One Lakhs only) must be deposited in the form of demand draft/FDR/Bank Guarantee pay order in favour of Director, ICAR unit-CCRI and payable at Nagpur. The particulars of the earnest money deposited must also be mentioned on the top of the envelope by indicating the draft/pay order number and date, failing which the Tenders will not be opened. **The agencies which are exempted from submission of EMD, should enclose a valid exemption certificate to this effect.** The Tenders will not be considered if valid earnest money exemption certificate is not deposited with the Tenders. The EMD shall be refunded to unsuccessful firms without paying any interest by the ICAR-CCRI.
2. The firm, after submitting tender, will not be permitted to withdraw their offer or modify the terms and conditions thereof. If the firm fails to observe and comply with the foregoing stipulation, EMD will be forfeited. In the event of the offer made by the firm not being accepted, the amount of EMD will be refunded, in the manner prescribed by the Institute.
3. Director, ICAR-Central Citrus Research Institute reserves the right to reduce or terminate the period of contract or to extend its duration in the interest of the Institute, for any justifiable reasons, not mandatory to be communicated to the Tenderer. His decision will be final for any aspect of the contract and binding on parties. Disputes arising, if any, on the contract will be settled at his level and will not be referred to arbitration.
4. Acceptance of the offer will be communicated by email/ fax/ letter or any other form of communication. Formal letter of acceptance and work order of the Tenders will be forwarded as soon as possible, but the earlier instructions in the email/ fax / letter should be acted upon immediately.
5. The tenders are liable to be ignored if complete information as required is not given there in or if the particulars asked for in the schedule- I to the tenders are not fully filled in. Individual signing the tenders or other documents connected with the contract may specify whether he signs it in the capacity of (i) a sole proprietor of the firm or constituted attorney of such sole proprietor, or (ii) a partner of the firm if it be partnership in which case he must have authority to refer to arbitration dispute concerning the business of the partnership whether by virtue of the partnership agreement or power of attorney or (iii) constituted attorney of the firm if it is a company.
6. If tenderer does not accept the offer, after issue of letter of award by Institute within 15(fifteen) days, the offer made shall be deemed to be withdrawn without any notice & earnest money shall be forfeited.

1. In case of partnership firms, where no authority has been given to any partner to execute the contract/agreement concerning the business of the partnership, the tenders and all other related documents must be signed by every partner of the firm. A person signing the tenders form or any other documents forming part of the contract on behalf of another shall be deemed to warrant that he has authority to bind such other and if, on enquiry it appears that the persons so signing had no authority to do so, the Council/Instt. shall without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable for all costs and damages. Each page of the tenders and the schedules to the tenders and annexure(s), if any, should be signed by the tenderer.
2. The Institute is not bound to accept the lowest or any other tenders and also reserve to itself the right of accepting the tenders in whole or in part. You are however at liberty to Tenders for the whole or any portion or to state in the tenders that the rates quoted shall apply only if the tenders are considered fully. Other conditional Tenders will not be accepted.
3. GST or any other tax applicable or made applicable after awarding the contract in respect of this contract shall be payable by contractor and ICAR-CCRI will not entertain any claim whatsoever in this respect. However, the income tax or any other tax which is as per the rules of the Govt. of India shall be deducted at source from monthly bills of the successful tenderer, as per rules/instructions made applicable from time to time by GOI/ICAR.
4. Decision of Director, CCRI shall be final for any aspect of the contract and binding to all parties. Disputes arising, if any on the contract will be settled at his/her level by mutual consultation and in case of failure of settlement dispute shall be referred to the sole arbitrator to be appointed by the Director, CCRI. The decision of the sole Arbitrator so appointed shall be final and binding on the parties. Arbitration proceedings shall be governed by the Arbitration & Conciliation Act, 1996.
5. The Institute in its capacity as Principal Employer reserves the right to modify any other terms and conditions of the contract as mentioned in the Schedules, as its discretion, in the interest of the job work.
6. The validity of the contract is initially for a period of one year extendable up to 2 years with mutual consent subject to satisfactory performance.
7. In case of revision of VDA by the Competent Labour Authority, the revision of rates will be considered accordingly and the service charge quoted remains the same till expiry of the contract. In the sense, the prevailing minimum wages as applicable to Central Govt. establishments need to be ensured by the successful tenderers and the same will be reimbursement and the bill will be restricted to the total mandays deployed in a particular month along with eligible Festival / National Holidays.
8. Essential documents required for technical evaluation of bids are detailed in **Annexure IV**

Yours faithfully,

Sd/-

**ADMINISTRATIVE OFFICER**

**GENERAL INFORMATION & OTHER TERMS AND CONDITION**

- a) Individual work orders will be issued as and when required for specific works / Operations.
- b) The agency shall deploy required number of manpower as per the need of the services for completion of the scheduled work. The number of workers required will be intimated by the **Head of the station** from time to time for each work each day. **While deploying the workers for performing the various operations / works at CCRI, Nagpur the agency shall furnish the names & details to Director CCRI, Nagpur.** The successful bidder needs to possess valid license for engaging requisite number of manpower issued by competent authorities. A copy of the same need to be provided to the Institute.
- c) The workers engaged and deployed by the agency for this job / work contract will not be an employee of the Institute and there will be no employer-employee relationship between the Institute and the workers so engaged by the agency.
- d) **It is mandatory for the agency to ensure that employees shall be free from any criminal records against them and agency shall provided character certificate from the concerned govt. office (Police Station)**
- e) **The agency shall be wholly responsible for making payment of monthly wages and other admissible allowances to the personnel as per the minimum wages act and the Institute shall in no way be responsible for meeting any kind of expenditure over and above this wages to these personnel.**
- f) The Agency shall ensure the payment of wages to their laborers deployed at this Institute by **e- banking** to their accounts and should provide the wage slip to the labourer. The complete details of EPF/ESIC recovered/remitted for each month should be furnished duly certified on the letter head along with the monthly bills.
- g) After receiving the work contract, the contractor must deploy the required number of labourers to carry out the work along with the details of their names, addresses, proof of date of birth, their Bank Account number and Two Photographs within 15 days. No child labour shall be engaged by the agency under this contract.
- h) At the end of the month **it is mandatory on the part of the contractor** to submit the details mentioning the exact number and names of the labourers engaged for the particular month along with bill duly certified by the respective Indentors. The contractor should also submit the Electronic-cum-challan (ECR) for having made the remittances of EPF and ESIC at rates applicable for the previous month and the list of labourers after having credited the wages to their respective accounts in the Bank, alongwith the Bills for arranging the payment to the contractor. The payment of bills to the contractor will be made for the actual number of mandays utilized which for performing the cleaning work Operations during the whole month which includes wages, service charges, applicable rates of EPF and ESIC. **The payment of subsequent month bill will be released only when the contractor makes the remittances of EPF & ESIC and GST Challan in respect of the personnel deployed, in the previous month and produce the proof in this regard.**
- i) He/ she should ensure that the labourers are paid every month the **minimum wages as prescribed under the labour law as per Central minimum wages act., which is in force from time to time** and necessary contributions towards EPF, ESIC, Bonus etc., should be paid to their individual accounts from the first month itself.
- j) The contractor has to maintain all the relevant registers viz., daily attendance registers of labourers engaged, wages registers with signatures, monthly contribution of EPF & ESIC registers. **He / she has to produce all such registers as and when required by the Office / Labour authorities.**
- k) He/ she should ensure that the laboureres maintain high level of discipline and punctuality. If any labour is found involved in any mischievous activity such labour should immediately be removed from the work permanently.
- l) All the persons deployed at the Institute **will compulsory to carry identity cards issued by the agency. The Contractor will provide protective items for carrying out Cleaning operations viz., Dress ,Gum Boots, dren, apron Mask,Hand Gloves etc., wherever required.**
- m) The agency must possess experience of performing **General Cleaning work** in reputed Govt./Semi Govt. and other organizations the contractor who are having similar type of experience in this field will be given priority.
- n) The payment of bills submitted by the contractor will be made within 15 days if found to be in order. **However, the payment to the personnel engaged need to be made at least for two months without waiting for the release of the payment from the Institute.**
- o) This Institute implements the provisions of RTI Act, 2005. All information provided by the Tenderers under this Tender is liable to be disclosed.
- p) In case of any dispute the decision of Director, ICAR-CCRI, Nagpur will be final.
- q) Service charge should be quoted as per rules of income tax department.
- r) **In case of tie-up, preference will be given to firm having service experience of maximum no. institute and / or maximum years of services experience in ICAR/Govt.Hospitals or any central govt. institutes.**
- s) **The right to accept or reject any tender is reserved with the Director, ICAR-CCRI, Nagpur.**

**ELIGIBILITY CONDITION / TECHNICAL BID PROFORMA**

1. Registration certificate of the firm under Company/Shops & Establishment act of the respective state for this purpose. The contractor/firm must have a valid registration with the contract labour (Regulation & abolition) Act, for providing such services.
  2. An undertaking as per attached format duly attested by Notary on a non-judicial stamp paper of value of Rs.500/-(Rupees Five Hundred Only) regarding their non-blacklisting by any of the Govt. Departments, Public Sector undertakings and/or by Central Vigilance Commission.
  3. Scanned copy of valid latest Bank solvency certificate for **Rs.1.00 Crore** The bank solvency Certificate should be of one year.
  4. Scanned copy of Certified Profit and Loss Account and Balance sheet of the firm for the last 3 financial year of the service of the contract by the Chartered Accountant and minimum turnover of the firm not less than **Rs.1.00 Crore** in every year during the last 3 financial years as reflected in Profit and Loss Account.
  5. Last Five years (2018-19 to 2022-23) continuous experience certificates in similar type of work of the firm in the field of **General Cleaning** work /such operations in Govt. (Centre/State) Departments/Autonomous bodies/PSUs/PSES/other equivalent organizations of high repute. Provide the details in a tabular form to prove that the firm is in this business for the last 3 years with work order.
  6. EPF registration certificate issued by Govt. of India/State Government etc.
  7. ESIC registration certificate issued by Govt. of India/State Government etc.
  8. Documentary proof of minimum **25** of workers registered under ESI and EPF & working in a single unit /organization & produce deployment proof (challan of ESIC and EPF of last 3 months) also along with the work order or work done Certificate issued by the concerned authority.
  9. The firm must have certificate of GST issued by the Government.
  10. Whether the firm has any legal suit/criminal case pending against it for violation of EPF/ESI, Minimum wages Act or other laws (give details). The firm must enclose an affidavit from notary to this effect that there is no criminal/legal suit pending or contemplated against it.
  11. PAN no. of the firm/proprietor and income tax return of last 3 years.
  12. The firm should have at least one work done certificate of Rs.15.00 Lakh relating to General Cleaning Work in Central / State Govt. Department / Institutions / Reputed Govt. organizations in every year for the period of last three years (2020-21 to 2022-23).
  13. Scan copy of Bid security/Earnest Money Deposit (EMD) of Rs.1.00 Lakhs (Rupees: One Lakhs only) in the form of Demand Draft/FDR/Bank Guarantee Pay order/ Banker Cheque issued by any nationalized/scheduled commercial bank in favour of "The Director, ICAR UNIT- CCRI", payable at Nagpur or valid exemption certificate (NSIC or MSME etc.)
  14. **The above every document is mandatorily required based on which the evaluation of Technical Bid will be made. In case any of the mandatory information is not furnished along with the valid supporting documents, the Technical Bid is liable to be rejected. Financial Bids of only those firms whose Technical Bids are found responsive will be opened on specified date/time.**
  15. **The agency must possess experience of performing General Cleaning service contract in reputed Govt./Semi Govt. and other organizations.**
- II. Evaluation of the quotation/tender:** The Institute will evaluate and compare the quotations determined to be responsive i.e which are properly signed, fulfill all the eligibility conditions, confirm the terms and conditions and meet the central minimum wages criteria and other statutory requirements. The Institute will award the contract to the responsive bidder whose service charge and other charges if any put together is the lowest.
- III. Terms of the contract:** Initially the terms of the contract will be for one year and extendable for two years on mutually agreed terms and conditions.

#### IV. Mode of payment:

- I. The agency shall submit monthly bills along with list of workers and their mandays actually engaged and their individual bank accounts with proof of depositing the wages to their accounts.
- II. **While submitting the 2<sup>nd</sup> and subsequent month bill the agency must provide the details of the individual account numbers of EPF/ ESI and the contribution made to the accounts of labourers actually engaged pertaining to the previous month, only then the subsequent bill of the agency will be passed for payment.**
- III. The Institute shall make such payments by e-banking in the bank account of the agency after deducting income tax at source only if all the above clauses are complied with in true letter and spirit.
- V. **Loss & damages:** In case of any loss or damage done to the property of the Institute by the personnel provided by the agency, full damages will be recovered from the agency and the decision of the Competent Authority at the Institute in this regard shall be a binding on the agency.
- VI. **Security deposit & Agreement:** The successful bidder will be required to deposit an amount of equivalent to 5 % of the total annual contract value as Security Deposit in the form of **DD/bank guarantee issued from approved financial institution with validity covering the contract period and an agreement** to this effect duly signed on non judicial stamp paper of value of Rs. 500/- to the Institute within 2 weeks from the date of award of contract. Financial instrument with solvency certificate from such bank will not be accepted. The security deposit will be refunded to the agency only after satisfactory completion of the contract or adjusted against any liabilities / damages or loss of property etc., caused by the personnel deputed by the agency or agency itself. No interest is payable on the security deposit.
- VII. The Agency is advised to do a complete survey on its own of all the area / activities of the institute before offering rates.
- VIII. **Risk Clause:** ICAR-CCRI reserves the right to discontinue the service at any time, if the services are found unsatisfactory by giving a show-cause to be replied within a week and also has the right to award the contract to any other agency at the risk and cost of current agency and excess expenditure Incurred on account of this can be recovered from Security Deposit or pending bills or by rising a separate claim.

#### **LIQUIDATED DAMAGES CLAUSE:**

1. An amount equivalent to two days of contract amount subject to a minimum of Rs. 1000/- will be levied as liquidated damages per day. Whenever and wherever it is found that the work is not up to the mark in any Section. It will be brought to the notice of the supervisory staff of the firm by **THE DIRECTOR, ICAR-CCRI** and if no action is taken within one hour liquidated damages clause will be invoked.
2. Any misconduct/misbehavior on the part of the manpower deployed by the agency will not be tolerated and such person(s) will have to be replaced immediately.

Yours faithfully,

Sd/-

**ADMINISTRATIVE OFFICER**

## INSTRUCTIONS TO BIDDERS

1. The tender is in two parts i.e. (1) Technical Bid and (2) Financial Bid. These bids duly filled shall be submitted online. Bids submitted offline will be summarily rejected. The Technical Bid uploaded on the portal must contain the scanned copy of EMD/Tender cost and all other requisite documents called for in the tender. Both bids (technical and financial) are to be uploaded on **GEM-Portal URL** <https://gem.gov.in>
2. The two separate bids shall contain information as under:-
  - a) Technical Bid: This shall contain the entire tender document, which relates to the Financial Bid, with each page signed with the Rubber Stamp of the Bidder. This will also include the scanned copy of Earnest Money Deposit (EMD) amounting to Rs.1.00 Lakhs Only (Rupees One Lakhs only) & tender cost amounting to NIL. Demand Draft should be drawn in favour of ICAR unit CCRI payable at Nagpur from any of the Scheduled Commercial Bank. All other required supportive documents towards eligibility and experience criteria as mentioned in **ANNEXURE III** shall be submitted online. No price shall be mentioned in this document anywhere. If price is mentioned in the technical bid, the offer is liable to be rejected.
  - b) **Financial Bid: This shall contain the schedule of rates duly filled in the BOQ format and submit online only**
3. No conditional bid will be accepted. The EMD will be refunded to the unsuccessful bidders as soon as possible after a decision has been taken on the Tender and to the successful bidders after furnishing the required security deposit for the contract.
4. The tender must be in the prescribed formats only and shall be accompanied with all other necessary documents. The consolidated monthly amount to be charged has to be indicated in Indian Rupees both in words and figures (in the prescribed Performa of Financial Bid) and there shall be no correction or overtyping etc. The offers with any corrections/deviation in prices either in words/figures shall be summarily ignored. The conditional offer (s) shall, in no case, be accepted.
5. The work shall be awarded to a single firm whose consolidated bid value is the lowest meeting all scopes of work and fulfilling all the terms and conditions of the tender, with specific reference to the essential condition relating to the availability of requisites infrastructure/facilities and experience of similar nature.
6. The financial bids of only those firms whose technical bids are found responsive in technical bid evaluation only will be opened. The ICAR-CCRI reserves the right to reject all or any of the quotations/tenders and decision of the Director, ICAR-CCRI in the matter shall be final and binding.
7. The successful bidder shall have to deposit to 5% of the total annual contract value as performance security and within the time frame indicated by the Director, ICAR-CCRI
8. The tendering firm has to carefully assess the scope of work with specific reference to the various Cleaning works etc. to be undertaken and understand the complete details of the service to be performed requisitioned. The tenderer may, compulsory inspect the site i.e. inside and outside of **CCRI, Nagpur** where the services are to be provided. For any clarification as to the tender/scope of work or inspection of the premises, the prospective bidders may contact following officers for further information/spot inspection about the proposed cleaning service places to be entrusted to perform the required services. The details of Officers to be contacted are:
9. For any help for submission of online bids, bidders may visit “help for contractor” tab on the website <https://ccri.icar.gov.in/>
10. No interest on Security Deposit and earnest money deposit shall be paid by the ICAR-CCRI to the tenderer.



- 11 The firm is being permitted to give tender in consideration of the stipulations on it's part that after submitting it's tender, it will not resign from its offer or modify the terms and conditions thereof. If the tenderer fail to observe and comply with the foregoing stipulation the EMD will be forfeited by the ICAR-CCRI. In the event of the offer made by the tenderer not being accepted, the amount of earnest money deposited by the tenderer will be refunded to it, in the manner prescribed by ICAR-CCRI.
- 12 The performance security shall be valid till all contractual obligations are fulfilled by the firm. The same shall stand forfeited in case of cancellation of the contract for any breach of contract or for any deficiency in the performance noticed during the currency of the contract. **It shall be for 12 months from the date the firm starts providing Cleaning Services.** If the contract period is extended, the Bank Guarantee validity has to be extended accordingly.
- 13 The tenderer is liable to be ignored if complete information as required is not given therein or if the particular asked for in the schedules to the tenders is not fully filled in. Person signing the tenders or other documents must ensure that he is an authorized person on behalf of the firm to do so. The person signing the tenders form or any other documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind such other and if, on enquiry it appears that the person so signing had no authority to do so, the Council shall without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable for all costs and damages. Each page of the tenders and the schedules to the tenders and annexure, if any, should be signed by the tenderer.
- 14 Acceptance by the ICAR-CCRI will be communicated by FAX, email, Express letter or any other form of communication. Formal letter of acceptance and work order of the Tenders will be forwarded as soon as possible, but the earlier instructions in the FAX, email/Expressletter etc. should be acted upon immediately
- 15 Details of essential documents required for Technical evaluation of bids are provided in Annexure-III.
- 16 The contract shall normally be awarded for a period of one year from the date of award or any shorter period that may be decided by the ICAR-CCRI. The Contract will be strictly monitored as per Scope of work given in **SCHEDULE II** in respect of minimum standard defined in the said Annexure. In case, any shortcomings or deficiencies are noticed during the currency of contract period or any other contractual dispute, the contract can be terminated giving by one-month notice. The decision of Director, ICAR-CCRI in this regards shall be final and binding.
- 17 The contract will be for a period of one year which can be extended for further period of one or more year on year to year basis subject to satisfactory performance of the firm.
- 18 If the contract is terminated on the grounds of glaring shortcomings or deficiencies during the currency of its tenure including extended tenure, if any, the **ICAR-CCRI, Nagpur** shall have all rights to make suitable alternative arrangements for a period of 45 days from the date of such termination or till a new tender is finalized whichever is earlier and the difference in cost, if any, will be borne by the agency/contractor.
- 19 It shall be the responsibility of the firm to comply with all the provisions of acts, statutory requirements and Government instructions. If any statutory provision of any statute is violated in general concerning the work force employed and in regard to welfare of the personnel engaged for the work in particulars, then the performance security will be confiscated and firm will be blacklisted.
- 20 The personnel deployed by the Agency should not have any police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are deploying. The service provider will provide the duly filled police verification form of the personnel's to the **ICAR-CCRI, Nagpur** within fifteen days of award of contract and will get them verified from the police authorities.
- 21 That no right, much less a legal right shall vest in the contractor workers to claim/have employment or otherwise seek absorption in the **ICAR-CCRI, Nagpur** nor the contractor workers shall have any right whatsoever to claim the benefits and or emoluments that may be permissible or paid to the employees of the ICAR-CCRI. The worker will remain the employees of the Agency/Contractors and will be the sole responsibility of the Agency to make it clear to their worker before deputing on work at **ICAR-CCRI, Nagpur**. There is no Master and Servant relationship between the employees of the service provider and the **CCRI, Nagpur** and further that the said personnel of the service provider shall not claim for any employment or absorption in the ICAR-CCRI by virtue of their engagement for this work.

- 22 The service provider's personnel shall not claim any benefit/ compensation/ regularization/ absorption of services from the Council under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 etc. **Undertaking from the persons to this effect shall be required to be submitted by the service provider to ICAR-CCRI.**
- 23 The service provider's personnel shall not divulge or disclose to any person any details of office, operation process, technical know-how, security arrangements, administrative and organizational matters as all of these are confidential in nature.
- 24 The employees for the contract shall be of good character and of sound. The service provider shall ensure proper conduct of its personnel in office premises, and enforce prohibition of consumption of alcoholic drinks/drugs, chewing of Pan/Gutka, Smoking, using speakers for listening to music and loitering without any work. The workers should not be below the age of 18 years and above 58 years.
- 25 The service provider shall replace immediately any of its personnel, if not unacceptable because of security risk, incompetence, conflict of interests and breach of confidentiality or improper conduct upon receiving a written notice from any staff of the **CCRI, Nagpur**.
- 26 The damage caused, if any, to **CCRI, Nagpur** and its property through the acts of the firm and/or by its workers shall be made good by the agency and decision in this regard shall be final/binding. In case of any dereliction of duty, gross neglect and unintended damage caused by contractor or its staff or otherwise any harm done to its properties, designated officials or other employees, the contractor shall be liable to make good the loss or pay compensation, refund expenditure on legal/judicial proceeding as well as pay penalty which the Director, ICAR-CCRI may deem fit.
- 27 As the knowhow of majority of workers who work in office cleaning field in limited, the service provider has to take complete responsibility to satisfy them at the regular payment of ESI, EPF, issue of cards, (E-Pehachan) facilitating settlement of their EPF contribution ensuring medical benefits under ESIC etc. The service provider has to take complete responsibility for mobilizing the required manpower throughout the year and to address their all issues. **Hence, to ensure all these facilities to the workers, to cover for the expenditure involved in this regarding, the service provider has to quote reasonable and adequate enough service charges accordingly. Service providers are advised not to quote low / freak service charge to get the contract and later fail in providing quality services.**
- 28 The contractor shall keep himself fully informed of all acts and laws of the Central and State Government, all orders, decrees of statutory bodies, tribunals having jurisdiction or authority, which in any manner may affect their engaged or employed staff and anything related to carry out the work. All the rules & regulations & bye-laws laid down by the local bodies and any other statutory bodies shall be adhered to, by the contractor, during the execution of work.
- 29 The contractor shall be responsible for all injury and accident to persons employed by him while on duty. The procuring entity shall not be liable for any compensation in any case. It is desirable that all employees are covered under an insurance cover and as per various acts and laws governing the same.
- 30 In the event of any loss being caused to the **CCRI, Nagpur** of the negligence of the duty by the Agency/Contractor's employees, the Agency/Contractor shall the loss sustained to the **ICAR-CCRI, Nagpur** either by replacement or on payment by adequate compensation.
- 31 The Agency/Contractor shall not appoint Sub-Contractor to carry out any obligation under the contract and under such case agreement will be declared as void and such act of contractor will be taken as breach of Contract and resultantly his Security Deposit shall be forfeited and contract shall be terminated.
- 32 Director, ICAR-CCRI reserves the right to reduce or terminate the period of contract or to extend its duration in the interest of the **CCRI, Nagpur** for any justifiable reasons, not mandatory to be communicate to the tenderer.
- 33 The Agency/Contractor shall abide by all laws of the land including Labour Laws, Company Act, tax deduction liabilities, Welfare measure of its employees and all other obligations in such cases

- and are not essentially enumerated and defined herein, whatsoever.
- 34 The ICAR-CCRI reserves the right to ask and requires the contractor to remove any person deployed by him without assigning any reasons/notice.
- 35 The Agency/Contractor shall be responsible for the good conduct and behaviour of its employees. If any employee of the Agency/Contractor is found misbehaving with the **CCRI, Nagpur** the Agency/Contractor shall immediately withdraw such employees forthwith at their own risk and responsibility. The Agency shall issue necessary instructions to its employees to act upon the instruction given by the supervisory staff of the **CCRI, Nagpur** staff.
- 36 Any dispute arising out of and in relation to this agreement shall be referred to the Director, ICAR-CCRI. His decision will be binding on the contractor.
- 37 The duration of the contract shall be initially for one year and extendable up to maximum Two year on same rate, terms & conditions if the performance of agency is found satisfactory. The contract can be terminated even earlier by giving one-month prior notice by either party in writing on account of any of the following reasons:
- a) On account of unsatisfactory performance
  - b) breach of contract clauses(s)
  - c) Persistently neglecting to carry out his obligations under the contract
- 38 The contractor shall have no claim for compensation for any loss sustained by him by reasons of having employed personnel or purchased machines and material for the work.
- 39 All the fuel, consumables, repair and maintenance etc. required for carrying out the work shall be arranged by the agency itself and no extra payment on this account shall be made to the Agency/Contractor.

Yours faithfully,

Sd/-

**ADMINISTRATIVE OFFICER**

**Scope of Work Cleaning Services**

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. Pre-designated managers/supervisors of the Contractor will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform. Officials of ESIC will monitor the entire work and staff deployed by the selected tenderer.

**A. Place of Cleaning:**

<b>Sr. No.</b>	<b>Site/Area</b>	<b>Description(Approx) - Area/Rooms</b>	<b>Frequency of cleaning</b>
1.	<b>Administration and Surrounding</b> Corridor, Stair, Passage, Porch	15000 Sq Ft	Daily Three times
2.	Laboratories GF	4 Nos(1200 Sqft)	Daily one time and as per additional requirement
3.	Processing Hall	800 Sq Ft	
4.	Packing Line Room	1500 Sq Ft	
5.	Laboratories – First Floor	14 Nos (4000 Sqft)	
6.	Farm Section, corridor, porch, Sheds, - including wash/ Toilet	4 Nos (6000 Sqft )	
7.	Farmers Hostel and Surrounding	10,000 Sq Ft	
8.	TMC Office and Surrounding	2500 Sq Ft	
9.	Residential Quarters (stair and surrounding) Ty- V-2, Ty- VI-6 Ty-III-6, Ty-II-6, Ty-I-6), Type VI- 1	27 Quarters	
10.	Reception	200 Sq Ft	
11.	Directors Room/ PA room	800 Sq Ft	
12.	Library/ Museum	1600 sqft	
13.	Committee room-	2 Nos	
14.	Wash Toilet – 2 Ladies and 3 Gents (GF/FF)	11 Nos	
15.	Auditorium- old	1200 Sq Ft	Weekly and before any function
16.	Training hall- New	120 seat capacity	Weekly and before any function
17.	Electrical Section, Canteen shed, Vehicle shed- 2 Nos, Car Sheds- 3 Nos, DG room, Mini Bus Shed etc.	All sheds	Two times in a week
18.	<b>Roads:</b> Main gate, Roads Admin Lab Block, Farm Section, Nursery and Residential areas, Lawn section, Front and back of Admin Lab Bldg.,	All Roads	Two times in a week or whenever required
19.	Terrace of Admin Block		Once in the month
20.	Cleaning of ceiling of all buildings structures	All structures	Once in the month

**B. Daily Services:** Housekeeping/cleaning services should be done daily from Monday to Saturday at regular intervals, so that the areas covered under the contract remain, spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 AM. Contractor will arrange manpower for special VIP visits. The following tasks are to be conducted: -

- 1) Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings. Removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, committee rooms, office rooms, cabins, cubicles, etc.)
- 2) Sweeping, cleaning, mopping with disinfectant/cleaner of the area covered under the contract, including all staircases, cabins, lobbies, reception, training rooms, office rooms, cabins, meeting rooms, security office and other areas as covered in the contract.
- 3) Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected refuse at designated site on daily basis.
- 4) Dusting of all doors and windows, furniture, fixtures, fans, equipment, accessories etc. and cleaning of all windows glasses and grills. Cleaning and dusting of window panes / venetian blinds.
- 5) Spraying Room Fresheners in all rooms, on a daily basis at regular intervals.
- 6) Scrubbing/cleaning of toilets, washbasins, sanitary fittings, mirrors, glasses, toilets, etc.
- 7) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries which include liquid hand soap, air fresheners, sanitary cubes, naphthalene balls in toilets etc., after daily check-ups in the morning, afternoons and on call basis during day time.
- 8) Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipment, nameplates, plant boxes, door mats etc.
- 9) Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
- 10) Check and remove hairs, dust, dirt or any such unwanted object from anywhere in area covered under the contract.
- 11) Cleaning, dusting, scrubbing of pantries, reception, security rooms, conference halls, committee rooms, computer labs etc.
- 12) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the official in charge.

**C. Waste Disposal Management:**

The contractor will ensure collection, screening/segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of bio degradable and non-bio degradable garbage. Finally, the contractor will arrange to suitably transport and dispose garbage from the earmarked area to the nearest Corporation bin outside each premise. The contractor will employ his staff for the collection/disposal work. The garbage will have to be disposed of at least twice a day. The contractor will also arrange for the garbage bags, prepare a flowchart indicating the method of collection/disposal etc.

**D. Weekly Services:** The deep cleaning of the entire area will be done by the Contractor once a week as under: -

1. Dusting of entire area including windows/window panes/doors/ ledges, etc.
2. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings & high walls, removal of wash stains on walls, cleaning roofs, porches etc.
3. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
5. Washing of outside area with High Pressure Jet machine.
6. Clean all chrome fittings, glass frames, soap holders etc., to a shiny finish.
7. The contractor will make a cleaning programme and submit to ESIC for weekly cleaning so that ESIC's concerned official / In-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
8. The Contractor will work in the specified area mentioned in the scope of work.
9. The Contractor will provide the duty register to ESIC as required.

**E. Pest and Rodent Control Services**

1. The Contractor shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.
2. The Contractor shall use chemicals that are harmless to humans and machines and are of WHO specification. Further, the chemicals should not leave any spots in the treated area. The Contractor will be responsible for any damage to human/machinery by any chemicals used by him.
3. The Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of ESIC.

**F. Housekeeping Monitoring and Control:** For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:-

1. **Toilets Checklist:** This is to be attached on the Back of the toilet door. It is to be filled up by the Contractor supervising staff on duty daily.
2. **Management / Housekeeping Service Requirements/ Complaints Report:-** This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on the computer provided to the Contractor and reported to Caretaker, ESIC. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.
3. **Housekeeping Services Complaint Register:-** This register is to be completed on the basis of information received by the Housekeeping Manager from ESIC through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from ESIC, etc. and necessary action is to be taken.
4. **Cleaning Materials: Toilet cleaner, air freshener, handwash shall be of reputed brands.**

