



Fair Competition  
For Greater Good

**भारतीय प्रतिस्पर्धा आयोग**  
**COMPETITION COMMISSION OF INDIA**

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No. A-42013/1/2016-HR

15 December, 2016

**TENDER DOCUMENT**

**For providing Personal Assistants, Data Entry Operators, Multi Tasking Staff and Housekeeping Services to the Competition Commission of India on outsource basis**

Sl. No.	Particulars	Date & Time
1.	Date of Issue of Tender Document	15.12.2016
2.	Last Date and time for submission of Tender Document	05.01.2017 up to 1500 hrs
3.	Date and time for opening of Technical Bids	05.01.2017 up to 1600 hrs
5.	Tender document fee (non refundable) in the form of Demand Draft/ Pay Order drawn in favour of Competition Commission of India (Competition Fund A/c) payable at New Delhi	Rs. 1000/= (Rs. One thousand only)
6.	Likely date for commencement of deployment of required manpower	01.02.2017

## TENDER NOTICE

### **For providing Personal Assistants, Data Entry Operators, Multi-Tasking Staff and Housekeeping Services to the Competition Commission of India on outsource basis**

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1. The Competition Commission of India (CCI), is a statutory body established under the Competition Act, 2002, invites sealed tenders under two **Bid System** i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Manpower Service Providers for providing **Personal Assistants, Data Entry Operators, Multi-Tasking Staff and Housekeeping Services, on outsource basis, for a period of one year** from the date of contract.
2. The complete Tender Document with scope of work and terms & conditions can be downloaded from the website of this Commission i.e. [www.cci.gov.in](http://www.cci.gov.in). The last date of submission of tenders will be **1500 hrs on 05.01.2017.**
3. Tender document fee (non –refundable) of Rs.1000/- (Rupees One thousand only) is to be paid in the form of Demand Draft/ Pay Order drawn in favour of “Competition Commission of India (Competition Fund A/c)” payable at New Delhi.
4. The opening of tenders will take place at Competition Commission of India, 3<sup>rd</sup> Floor, HT House, 18-20, Kasturba Gandhi Marg, New Delhi – 110 001 .
5. The validity of Tenders will be 90 days from the date of opening of Tenders.
6. The interested and eligible Service Provider may submit separate bids for various categories of personnel, complete in all respects along with Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rupees One lakh only) in the form of Demand Draft/ Pay Order drawn in favour of Competition Commission of India (Competition Fund A/c) payable at New Delhi. The tenders shall not be entertained without EMD and after the deadline under any circumstances whatsoever.
7. The Technical Bids will be opened on **05.01.2017, at 1600 hrs** at HT House, 3<sup>rd</sup> Floor, 18-20 K.G. Marg, New Delhi – 110 001 in the presence of authorized representative of Bidders who may wish to be personally present.
8. CCI reserves the right to amend/ cancel any of the terms and conditions in the Tender Document or to reject any or all tenders or cancel the tender process, without giving any notice or assigning any reason. The decision of the C C I in this regard shall be final and binding on all.

**(Vijay Malhotra)**  
**Deputy Director (HR)**

## **I. Scope of Work and General Instruction for Tenderers**

- i. Competition Commission of India CCI, New Delhi requires the services of a reputed, well established and financially sound Manpower Service Providers registered under appropriate authorities for providing manpower to perform jobs assigned to outsource staff and should provide a copy of the Certificate of Incorporation. The Service Provider should provide an undertaking that it shall comply with all relevant statutory norms like minimum wages, employees 'provident fund, Employees State Insurance and Service tax etc.
- ii. This Commission has tentative (initial) requirement of the number of persons, category wise as given below:

Sr. No.	Category	Approximate number
1	Personal Assistants	18
2	Data Entry Operators	70
3	Multi tasking staff	70
4.	Unskilled Manpower*	14
5.	Semi-skilled Manpower*	01
	<b>Total</b>	<b>173</b>

\*For Housekeeping Services only.

However, the number may be increased or decreased on the option of the Competition Commission of India. The qualification and experience required and job description of the persons to be deployed are given at **Annexure- A**. The scope of work and schedule to carry out the Housekeeping Services is given at **Annexure - B**.

iii. The contract is likely to commence from **01.02.2017** and would continue for a period of one year. The period of the contract may be curtailed/terminated before the contract period owing to deficiency in service or substandard quality of manpower deployed/material used for housekeeping services by the selected Service Provider or cessation of the requirement of work or due to any change in government policy/rules. CCI, however, reserves t h e right to terminate the contract at any time after giving one week's notice to the selected Service Provider. The contract may be extended further provided that the requirement of the CCI for augmenting its present man power persists at that time.

iv. The Service Provider should have adequate facilities (infrastructure, qualified and expert manpower) for testing/screening of personnel to ensure that they conform to the given standards of knowledge/skill and experience before deployment. This aspect is also subject to evaluation/verification by CCI.

v. The Service Provider should have a valid license from the competent licensing authority under the provisions of Contract Labour (Regulation and Abolition) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971.

vi. The provision of training facilities/up-gradation of skills of the persons deployed by the Service Provider, if any shall be indicated with documentary proof (this will be given weightage).

vii The Service Provider should have its own Bank Account in Delhi/NCR.

viii Persons deployed by the service provider shall not be less than 18 years of age.

ix. The manpower provided for housekeeping services should have prior experience for providing such services.

x. The Multi Tasking Staff and housekeeping personnel should wear a uniform which should be neat, clean and properly dressed up and should display the I.D. Card issued by the Service Provider. The service provider shall provide adequate uniform to Multi Tasking Staff and Housekeeping Staff with different colour combinations to distinguish both categories

xi. The Service Provider/Proprietor/Director(s)/Authorised Persons should not have defaulted in making payment of statutory dues like EPF/ESI/ Service Tax and Income Tax etc. or have been listed defaulter by the competent authority of EPF/ESI/Service Tax/Income Tax or any other labour law enforcing agency/authority.

xii. Rates quoted for respective categories shall not be below the minimum wages notified by Govt. of NCT of Delhi/Ministry of Labour & Employment, Govt. of India.

xiii. If firm quotes NIL service charges/ consideration or the quote is found not economically viable, the same shall be treated as unresponsive and will not be considered.

xiv. The Service Provider shall quote their rates for all 4(four) categories of Services else the tender will be summarily rejected.

***Non-compliance with any of the above conditions by the service provider will amount to non-eligibility for the services for which tender has been floated and its tender will be summarily rejected.***

## **II. ELIGIBILITY CRITERIA.**

- i. The Service Provider shall have past experience and SATISFACTORY performance of similar work done for the Departments of the Government of India/Statutory Bodies/PSUs/ Private Sectors for last three years. (A list of such organizations being served and a certificate of satisfactory performance from the concerned department of Central/ State Government/ Statutory bodies/ PSU/ Private Sector shall be provided). The reputation/track record of the bidder will also be verified by CCI.
- ii. The Service Provider should have experience of providing such services on sufficiently large scale. The agency should have completed one such work where it has provided at least 300 persons in one organisation during the last three years. The name/s of such organisation alongwith number of persons deployed may be submitted with a certificate from that organisation regarding deployment of at least 300 persons.
- iii. The Service Provider shall submit an affidavit stating that the Service Provider is not/has not been blacklisted by Central/State Government/ any PSUs/Private Sector at any point of time.
- iv. The Service Provider should be registered with Income Tax and Service Tax authorities.
- v. The Service Provider should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Act etc.
- vi. The Service Provider should have an office in Delhi/NCR.
- vii. The turnover of the Service Provider during the last 3 financial years should not be less than Rupees Twenty Five Crores per annum from similar services. The Service Provider should have earned profit during the last three years (Documentary proof needs to be submitted along with bids).
- viii. The Service Provider should possess minimum firm valid ISO 9001:2000 certification as Mechanized Housekeeping Services.
- ix. The Service Provider should possess valid OHSAS 18001:1999 & SA 8000:2001 certification as Mechanized Housekeeping Services Provider.

### III. TECHNICAL SPECIFICATIONS

The interested Service Providers may submit the tender document, complete in all respects, alongwith Earnest Money Deposit (EMD) of Rs. 1,00,000/-(Rupees One lakh only) in the form of Demand Draft/Pay Order drawn in favour of “Competition Commission of India (Competition Fund A/c)” payable at New Delhi and other requisite documents latest by **1500 hrs on 05.01.2017**.

- i. The tenders have been invited under two-bid system i.e. Technical Bid and Financial Bid. The interested Service Providers are advised to submit two separate sealed envelopes super-scribing **“Technical Bid for providing manpower on outsource basis” in bold letters and “Financial Bid for providing manpower on outsource basis”**
- ii. The tendering Service Provider is required to enclose photocopies of the following documents alongwith the Technical Bid, failing which their bids shall be summarily rejected and will not be considered any further:

PAN/GIR No.
Registration number and Certificate of Incorporation
Service Tax Registration No.
E.P.F .Registration No.
E.S.I. Registration No.
A certificate stating that service provider has not defaulted from the payment of statutory dues like EPF/ESI/ Bonus/Service Tax and Income Tax etc.
Documents showing the following:- <ul style="list-style-type: none"><li>• Completed at least one service where the Service Provider has provided 300 persons in one organization during last 2 years in a single contract.</li><li>• Turnover of the firm is not less than twenty five crores per annum during last three years related to providing manpower resources.</li></ul>
Financial worthiness and competence to be substantiated through Income Tax Returns/Certificates, PAN/ST/TIN/VAT No./EPF Registration/ Annual Report, Audited Balance Sheet and Profit & Loss A/c. for the last 3 years
Affidavit stating that the Service Provider is/has not been blacklisted by Central Government Departments/State Government/Statutory bodies/ Autonomous bodies/PSUs /Private Sector at any point of time.
List of similar assignments and number of Manpower provided to Central Government Departments/State Government/Statutory bodies/ Autonomous bodies/PSUs /Private Sector during the last three years by the Service Provider (Attach attested copy) and a certificate of satisfactory performance from the concerned department of Central/ State Government / Statutory bodies/ PSU/ Private Sector
Affidavit by the Service Provider/ proprietor/Director(s)/Authorised Person that the firm or its proprietor/Director(s)/Authorised Person have not defaulted in making payment of statutory dues like EPF/ESI/ Bonus/Service Tax and Income Tax etc. or listed as defaulter by the competent authority of EPF/ESI/Service Tax/Income Tax or any other labour law enforcing agency/authority.
Copy of minimum 3 year old valid ISO 9001:2000 Certification as Mechanized Housekeeping Services.
Copy of valid OHSAS 18001:1999 and SA 8000:2001 Certification as Mechanized Housekeeping Services

- iii. Conditional bids shall not be considered and will be rejected outrightly at the very first instance.
- iv. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. **All the pages of the bid shall be signed by the authorized signatory in ink with rubber stamp of the Service Provider.**
- v. The envelope containing Technical Bid shall be opened first on the scheduled date and time (**At 1600hrs.on 05.01.2017**) at Competition Commission of India 3<sup>rd</sup> Floor, HT House, 18-20, Kasturba Gandhi Marg, New Delhi, in the presence of the representatives of the Service Provider, if any, who wish to be present on the spot at that time. The Technical Bids shall be evaluated by a Technical Evaluation Committee (TEC). Financial bids of technically qualified, eligible bidders meeting all the requisite criteria only shall be opened on the specified date & time (to be notified to the technically qualified bidders later) at Competition Commission of India 3<sup>rd</sup> Floor, HT House, 18-20, Kasturba Gandhi Marg, New Delhi in the presence of shortlisted contractors or their authorized representatives.
- vi. The Competent Authority at CCI of India, New Delhi reserves the right to annul any oral bids/cancel the tender without assigning any reason.
- vii. The bidder shall quote the Technical & Financial bids as per the format enclosed at Annexure I & II.

## IV. TERMS AND CONDITIONS

### **A. General**

1. **Payment Terms:** The standard terms of payment are within 30 days from the date of submission of bills in triplicate along with work completion certificate certified by the competent authority in CCI. The payment shall be made through RTGS/NEFT. The payment shall be made on conclusion of the calendar month only on the basis of duties performed by each person during the month.
2. Payment for housekeeping will be made on the basis of a **Certificate** issued by the C.S. Division, CCI, duly certifying the following:-
  - i. Attendance and satisfactory service during the billing period.
  - ii. Materials indicated by the Service Provider have been actually supplied & used for rendering service during the billing period.
3. **Payment of salary by Service Provider:** The Service Provider shall ensure that the salary to the persons so deployed in CCI is made by 7<sup>th</sup> day of the succeeding month (at least) @ Minimum wage/rates approved by CCI in the tender, including the Dearness Allowance, notified by the Government of National Capital Territory of Delhi from time to time. All type of payments to persons so deployed in CCI shall be made by bank transfer only.
4. **Income Tax:** The Income Tax/TDS and other statutory deductions, as applicable shall be deducted from the payment. Tax deduction certificate will be issued to the Service Provider by CCI.
5. **Penalty Clause:** The service provider shall deploy the requisite number of persons within stipulated time after requisition from the CCI. In emergent cases such as, the person deployed falls sick or is not able to attend the office for the reason beyond his control continuously for more than 3 days, the Service Provider shall deploy a suitable substitute on the instructions of CCI on the same day or the next day. The CCI on account of such breach will recover equal to double the amount payable to the agency for deployment of that person, on pro-rata basis for the first ten days from the date of absence of the person from duty. In case the Service Provider fails to provide suitable substitute(s) within ten days, additional penalty @ 1% of the total wage bill (excluding taxes) of that month will be imposed.
6. **Termination of the Contract:** In case of any material violation of any of the terms and conditions by the Service Provider, the CCI reserves its right to unilaterally terminate the contract. In case of any dispute, the decision of the Competent Authority at the CCI will be final and binding.
7. **Revision:**
  - (a) **Wages:** In case of revision in minimum wages/bonus, by Government of NCT Delhi/Ministry of Labour and Employment, Government of India, the corresponding revised rates shall be payable by the CCI after the approval of Competent Authority in the CCI. However, the service/administrative charges finalised through the tender shall remain fixed throughout the currency of the contract
  - (b) **Housekeeping Cleaning Material Charges.** Rates will be valid for one year from the date of award of contract. Revision thereafter, if any, may be considered on the basis of prevailing rates/practice adopted by Government agencies from time to time. However, revised rates shall be payable by the CCI after the approval of Competent Authority in the CCI.
8. **Statutory obligations:** The Service Provider is required to deposit a valid license from the competent licensing authority under the provisions of Contract Labour (Regulation and Abolition) Act 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971 within 30 days of the date of the award of the contract. If the Service Provider fails to provide license for any reason whatsoever or fails to deposit the license within



the stipulated period of 30 days, the contract shall automatically stand terminated and performance security deposited by the service provider will stand forfeited unless and the CCI shall be at liberty to recover losses, if any, from the Service Provider. In such case the Service Provider shall be blacklisted.

9. The Service Provider shall be obliged and solely responsible to comply with all statutory requirements in respect of the manpower engaged by him and the CCI shall not be a party to any dispute arising out of such deployment by the contractor.

10. Security Considerations: The persons deployed by the Agency should not have any Police record/criminal cases against them. The agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. Any person deployed by the service provider should not indulge in act of misconduct. In case any such incident comes to the knowledge or brought to the knowledge of CCI, the Service Provider will withdraw such person immediately and CCI will be at liberty to take appropriate action against such person as well as the service provider.

11. Place of Duty, Working Hours and Punctuality.

(a) The CCI is presently housed at Hindustan Times House, K.G Marg, New Delhi-110001 and is also having its office at 14-B, HUDCO Vishala Building, Bhikaji Cama Place, New Delhi-110066. The personnel so deployed shall have to report for duty at the above places or a new location, in case there is change of office within NCR. No extra liability on this account will be borne by CCI.

(b) The working hours of the personnel deployed by the Service Provider will be as under:-

(i) For P.As, DEOs, MTS – From 09.30 a.m. to 6.00 p.m. (including 30 minutes' lunch time) The personnel deployed shall work on all working days. If need arises, the outsource staff shall have to sit late or come early or attend the Office even on Saturday/Sunday/Gazetted Holidays (as per work requirements). For working in the office beyond office hours for period exceeding one hour or on Saturday/Sunday/Gazetted Holidays, payment will be on hourly basis.

(ii) For Housekeeping Services Personnel- From 08.00 to 04.30 pm (including 30 minutes' lunch time) on all days (except Sundays and National Holidays). Apart from the above working hours for the housekeeping services, one male and one female housekeeping staff will be required to remain on duty up to 6.30 p.m. on all days on rotational basis for attending to any emergency eventuality.

(c) The manpower so deployed shall have to adhere to the punctuality strictly. Late arrivals, early departures and short leaves shall not be permitted.

(d) Service Provider must quote rates for eight hours duty and on hourly basis over-time for extra hours/holidays.

12. For interview and skill test the Service Provider has to send a list of candidates three times of the requirements (3x1) within a week's time from the date of placement of the requisition.

13. The responsibility of statutory/compulsory deductions like EPF/Income Tax/Bonus/Service Tax etc. will be of the Service Provider. No extra payment shall be made by the CCI.

14. The copies of appointment letter issued to the personnel deployed in the CCI shall be provided to the CCI.

15. The Service Provider before selecting the manpower will satisfy himself about the character and integrity of the persons proposed to be provided to the CCI. The Service Provider shall obtain a character

certificate from every such person issued by the school/college last attended by such person or a character certificate from a Gazetted Officer and a copy of such certificate should be made available to the CCI at the time of deployment. The Service Provider will also ensure that the personnel deployed are medically fit and also submit medical fitness certificate.

16. The Service Provider will provide to the CCI a list of all personnel so deployed with permanent and present address and contact numbers along with their latest photograph and copy of the Aadhar Card.

17. The Service Provider shall be responsible for all acts of commission and omission on the part of the manpower engaged for the purpose. The CCI shall not be responsible in any manner, whatsoever, in matters of injury/death/health problems, etc. of the Service Provider's employees performing duties under the contract.

18. It shall be responsibility of the Service Provider to issue the employment card/photo/identity card to the workers as per the prescribed format and maintain the muster roll, the wage register and other registers as provided in the Contract Labour (Regulation & Abolition) Act. Service Provider shall ensure that all its employees invariably carry ID card which should be displayed during office hours.

19. The Service Provider shall arrange such facilities like EPF and ESI as provided for in the Contract Labour (Regulation and Abolition) Act, 1970 for the welfare and health care of the workers deployed with the CCI.

20. The Service Provider shall provide pay slip duly indicating details of pay and all concerned deduction thereon should be given to each employee while disbursement of pay.

21. In case the manpower provided by the service provider is found incompetent, commits any kind of misconduct, involved or responsible for security breach and confidentiality and found to be a security risk by the CCI or any conflict of interest is found and also they remain frequently absent from duty, the agency shall replace the same immediately (within 24 hours) on receipt of information from the CCI in this regard.. Notwithstanding above, the CCI has the right to ask for change/replacement of the personnel at any point of time without assigning any reason thereto.

22. The Service Provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Service Provider.

23. The CCI shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipments or vehicles of the personnel of the Service Provider.

24. The Service Provider shall be responsible for any damages done to the property of the CCI by the personnel so deployed. The CCI will be free to recover the loss from the security deposit given by the Service Provider or from any other dues.

25. The Service Provider's personnel working in the CCI should be polite, cordial, positive and efficient while handling the assigned work and their actions should promote goodwill and enhance the image of the CCI. The Service Provider shall be responsible for any act of indiscipline on the part of persons deployed in the CCI.

26. The Service Provider shall ensure proper conduct by its manpower in the office premises, and enforce prohibition of consumption of alcoholic drinks, pan, gutka, smoking, loitering without work etc.

27. The Service Provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/organizational matters as all are of confidential/secret nature.

28. The Service Provider's personnel shall not have any right to claim any benefit/compensation/absorption/regularization of services with the CCI under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking to this effect by the persons deployed, will be required to be submitted by the Service Provider to this office.

29. Any dispute regarding working hours and compensation to be paid to the workers deployed will be the responsibility of the Service Provider and no representation will be entertained on this issue by the CCI.

30. The transportation, food, medical and other statutory requirements in respect of each personnel of the Service Provider will be the responsibility of the Service Provider and the CCI will not entertain any claim in this regard.

31. The Service Provider shall be contactable at all times and message sent by e-mail/Fax/Special Messenger from the CCI to the Service Provider shall be acknowledged immediately on receipt on the same day.

32. The Service Provider shall depute two coordinators, who would be responsible for immediate interaction with the CCI so that optimal services of the persons deployed by the Service Provider could be availed without any disruption.

33. The Service Provider shall not assign, transfer, pledge or sub-contract the performance or service without the prior written consent of the CCI.

34. Arbitration: Any dispute/difference arising out of or relating to this agreement including interpretation of its terms will be resolved through joint discussions of the concerned parties. However, if disputes are not resolved by joint discussions, then the matter will be referred to arbitration as per the provisions of Arbitration Act, 1996 as amended from time to time, where the Secretary, CCI or his/her nominee will be the Sole Arbitrator.

35. CCI reserves right to terminate the contract at any point of time after giving a week's notice to the contracting Service Provider. Whereas the Service Provider can terminate the contract after giving three months prior notice and on acceptance of the same by the Competent Authority in CCI.

36. The contracting Service Provider shall ensure that the manpower deployed in the CCI conforms to the eligibility conditions of age and educational and professional qualification, language skills and experience prescribed etc. in the Tender Document.

37. The selected Service Provider shall ensure that the attrition rate of manpower does not exceed more than 5% in a year. The selected Service Provider shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons or otherwise.

38. For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower so deployed in the CCI. The persons deployed by the Service Provider in the CCI shall not have claims of any Employer and Employee relationship nor have any principal and agent relationship with or against CCI.

39. The person deployed by the Service Provider shall not have any claim to CCI in respect of pay, perks and other facilities etc during the currency or after the expiry of the contract.

40. In case of the termination of the contract on its expiry or otherwise, the persons deployed by the Service Provider shall not be entitled to any claim for absorption, regularisation or for any relaxation. The

person deployed by Service Provider shall be the employees of the Service Provider for all purposes.

41. In case CCI does not find itself to accept the lowest or any other tender and reserve, the right to itself to reject any or all the tenders without assigning reason.

42. The service provider shall use necessary machinery or equipment, cleaning chemicals and consumable items at their own cost for housekeeping services.

## **B. FRAUD AND CORRUPT PRACTICES**

(a) The Service Provider and the respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, CCI may reject a tender without being liable in any manner whatsoever to the tenderer if it determines that the tenderer has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.

(b) Without prejudice to the rights of the CCI under Clause (a) here in above, if a tenderer is found by the CCI to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such tenderer shall not be eligible to participate in any tender floated by CCI.

(c) For the purposes of this Clause-(a), the following terms shall have the meaning herein after respectively assigned to them:

(i) "Corrupt practice" means (a) the offering, giving, receiving, or soliciting, directly or indirectly, of any thing of value to influence the actions of any person connected with the Bidding Process (b) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation of any matter concerning the Project;

(ii) "Fraudulent practice" means misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;

(iii) "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person's participation or action in the Bidding Process;

(iv) "Undesirable practice" means (a) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (b) having a Conflict of Interest; and

(v) "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Bidding Process. It includes any anti-competitive conduct prescribed under the Competition Act, 2002.

**C. LEGAL**

(a) The Service Provider shall be responsible for compliance of all statutory provisions relating to Minimum wages, Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it in CCI. The Service Provider shall furnish a certificate in each month that all statutory requirements have been fulfilled along with the bills for payment.

(b) The Service provider shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to CCI to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

(c) The Service provider shall maintain all statutory Registers under the applicable laws. The Service Provider shall produce the same, on demand, to the concerned authority of CCI or any other authority under law.

(d) The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Service Provider by CCI.

(e) In case, the tendering Service Provider fails to comply with any statutory/taxation liability under appropriate law and as a result thereof the CCI is put to any loss, obligation, monetary or otherwise, the CCI will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Service Provider or Service Provider shall make good to the extent of the loss or obligation in monetary terms.

(f) The Service Provider will keep this office informed about any amendment in the concerned law/rules from time to time.

**D. FINANCIAL**

(a) The Technical Bid should be accompanied with an Earnest Money Deposit(EMD), refundable, of Rs. 1,00,000/=(Rupees One Lakh only) in the form of Demand Draft/ Pay Order drawn in favour of "COMPETITION COMMISSION OF INDIA (COMPETITION FUND A/C)" payable at New Delhi failing which the tender shall be rejected outrightly.

(b) The EMD in respect of the bidder which does not qualify the Technical Bid(First Stage)/Financial Bid(Second competitive stage)shall be returned to it without any interest after awarding the work to the successful bidder and entering into contract. Further ,if the successful bidder fails to deploy manpower against the initial requirement within 15 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.

(c) The Outsourced manpower to be hired shall be paid at least at the rate of minimum wages per month as per Govt. of Delhi's Minimum Wages Act plus obligatory payments towards EPF/ESI/Service Tax etc., as applicable by the service provider.

(d) The successful bidder will have to deposit a Performance Security @ 10% (Ten percent) of the contract value within 15 days of the receipt of the formal order. The performance security will be furnished in the form of the Account Payee Demand Draft or Bank Guarantee drawn in favour of COMPETITION COMMISSION OF INDIA (COMPETITION FUND A/c) or Fixed Deposit Receipt (FDR) from a Commercial Bank made in the name of Service Provider but hypothecated to the COMPETITION COMMISSION OF INDIA. The performance security should remain valid for a period of 60 days beyond a date of completion of all the contractual obligations of the Service Provider.

(e) In case of breach of any terms and conditions stipulated in the contract, the Performance Security Deposit of the Service Provider will be liable to be forfeited by the CCI besides annulment of the contract.

(f) The Service Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the CCI's officer in respect of personnel deployed in the CCI in the first week of the succeeding month.

(g) The claims in bills regarding wages paid to the outsource manpower deployed, Employees State Insurance, Provident Fund, and Service Tax etc. should be necessarily accompanied with documentary proof (including copy of schedule of payment showing contribution towards ESI, PF and bonus etc. in respect of the outsourced manpower) pertaining to the concerned month's bill. A requisite amount/portion of the bill/whole of the bill shall be held up till the proof is furnished, at the discretion of the CCI.

(h) Any dispute or difference regarding the interpretation of the provisions of the agreement entered with the successful Service Provider shall be resolved amicably between the parties. If the dispute is not resolved amicably, either party may refer the dispute or difference to the Secretary, CCI for arbitration, whose decision shall be final and binding on the parties.

(i) To the extent that any dispute arising between the parties and has not been resolved by arbitration, then it shall be subject to the exclusive jurisdiction of Courts situated in National Capital Territory of Delhi only.

(ii) Competition Commission of India reserves the right to withdraw/ relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.

**E. EVALUATION CRITERIA.** The Tender Evaluation Committee (TEC) will be constituted by the CCI to evaluate the Technical Bids on the basis of their responsiveness to the Tender Notice applying the evaluation criteria. A Bid shall be rejected at this stage if it does not respond to important aspects of the Technical Criteria.

(a) Evaluation of Technical Bids

(i) The tender evaluation shall be done on weightage with 70% for Technical Evaluation based on resources capability/skill expertise on work/assessment of previous experience in similar type of work and 30% for financial evaluation

(ii) During the technical evaluation, each bidder shall be assigned marks, out of total 100 marks, as per the criteria specified below:-

<b>Number of years in operations</b>	<b>Max. 25 Marks</b>
➤ Between 3 – 5 years	05 Marks
➤ 5 – 10 years	15 Marks
➤ 10 years and above	25 Marks
<b>Turnover (Last Financial Year)</b>	<b>Max. 25 Marks</b>
➤ 25 crores	05 Marks
➤ 25 – 50 crores	10 Marks
➤ 50 – 100 crores	15 Marks
➤ 100 crores and above	25 Marks

<b>Number of Manpower on roll</b>	<b>Max. 25 Marks</b>
➤ 300-500	05 Marks
➤ 500 – 1000	15 Marks
➤ Above 1000	25 Marks

<b>Quality Related Marks</b>	<b>Max. 25 Marks</b>
➤ ISO (3- 5 years)	05 Marks
➤ ISO (5 – 10 years)	10 Marks
➤ SA 8000& OHSAS 18001	05 Marks
➤ Any other International Accreditation Certificate	05 Marks

(iii) A Bidder should secure mandatorily a minimum of 60% marks (i.e. 60 marks out of total 100 marks) in Technical Evaluation in order to be a qualified bidder for **being eligible for Technical weightage and subsequently for opening of financial bids.**

(iv) The total marks obtained by a Bidder in the Technical Bid shall be allocated 70% of technical weightage and the financial bids shall be allocated 30% of the financial weightage, and thereby making a total of 100% weightage for the complete bidding.

***Illustration 1 (for Technical Weightage)***

*If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation after following para (ii) above, his technical evaluation value shall be : 56 i.e. {80 x 70%}*

(v) The Bidder shall be required to produce relevant copies in support of (ii) above in addition to the documentary evidences of other parameters for being considered during technical evaluation.

(vi) A substantially **responsive bid** shall be one that meets the requirements of the bidding document in **totality**. The technical bid not meeting the minimum requirements as per the tender documents shall be rejected and their financial proposals will remain unopened.

(vii) The bidder who qualified in the technical evaluation stage shall only be called for opening of financial bids. CCI shall intimate the bidders, the time and venue for the financial bid opening.

(b) Evaluation of Financial Bids

(i) The Financial bids of all the technically qualified bidders shall be opened on the appointed date and time in presence of the qualified bidders/their authorized representatives, who choose to be present at the time of opening of the financial bids.

(ii) All the technically qualified bidders/their authorized representatives present at the time of opening of the financial bids shall be required to submit the authorization letter from their Companies.

(iii) Absence of bidders or their authorized representatives shall not impair the legality of the process.

(iv) The financial evaluation shall be carried out and financial bids of all the bidder shall be given 30% of weightage.

(v) The Bidder with the lowest bid Prices shall be assigned full 30 marks (i.e. 30% of total 100marks) and his total scores of the Bid shall be as per Illustration 2 below:-

### ***Illustration 2***

*If the Bidder at Illustration 1 has quoted Rs.100/-, then his total value shall be 86 i.e. (56 Technical Value + 30 Financial Value)*

(iv)The financial scores of the other bidders (i.e. 2<sup>nd</sup> lowest, 3<sup>rd</sup> lowest and so on...) shall be computed as under and as explained at Illustration 3 below:-

30 x Lowest quote/Quoted Value (i.e. 2<sup>nd</sup> lowest, 3<sup>rd</sup> lowest and so on ...)

(v) The Bidders' ranking shall be arranged depending on the marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.

(vi) The Bidder meeting the minimum eligibility criteria and with the **highest marks/rank** (i.e the **total** of technical evaluation marks and financial evaluation marks) shall be deemed as the **successful Bidder** and shall be considered eligible L-1 Bidder for further process. If there is a discrepancy between words and figures, the amount in words shall prevail.



**TECHNICAL BID**

Tender for providing of outsourced Personal Assistants, Data Entry Operators, Multi-Tasking Staff and Housekeeping Services Personnel

1. Name of the tendering Service Provider/ Firm/ Agency
2. Registration No.
3. Date of Incorporation
4. Name of the proprietor / Director of the Service Provider/ Firm / Agency
5. Full address of office
6. Telephone Number & Fax Number
7. E-mail address
8. PAN Number
9. Service Tax Number
10. EPF Registration Number
11. ESI Registration Number
12. Financial turnover of the tendering Service Provider/ Firm/Agency for the last 3 years

Financial Year	Turnover ( in Lakhs)	(Profit in Lakhs)	Remarks, if any
2013-14			
2014-15			
2015-16			

13. Details of last 3 years experience in providing manpower with numbers of Government Departments/ PSU/ Statuary bodies/ Autonomous bodies. Please attach a certificate of Satisfactory performance from the concerned Government Departments/ PSU/ Statuary bodies/ Autonomous bodies/ Private Sector.

Name of office	Category of manpower	Duration of contract	Amount of contract	No. of persons deployed

15. Date of obtaining of Certification of the following:-

ISO 9001:2000	OHSAS 18001:1999or SA 8000:2001	Any of the International Accredited Certification

16. Details of Earnest money

Amount	DD/ Pay order no.	Date	Name of bank
Rs. 1,00,000 (Rs. One lakh only)			

Remarks

Date :

Place :

Signature of the authorized person (s) with seal

Check list

1	Name of Tendering Service Provider (Attach certificate s of registration with a brief profile of the Service Provider)	
2	Name of Proprietor/Director of Service Provider	
3	Full address of Registered Office with Telephone No. ,FAX and E-Mail	
4	Full address of operating/Branch Office with Telephone no. ,FAX and E-Mail.	
5	Banker of Service Provider with full address (Attach certified copy of statement of bank A/C for the last six months duly attested by the bankers')	
6	PAN/GIR No.	
7	Service Tax Registration No.	
8	E.P.F .Registration No.	
9	E.S.I .Registration No.	
10	Registration Number	
11	Documents showing completing at least one service where it has provided 300 persons in one organization during last 2 years in single contract and turnover of the Service Provider is not less than twenty five crores per annum during the last three years related to providing human resources.	
12	Annual Report and Audited Balance sheet & Profit Loss Account for the last three financial years to be attached.	
13	Affidavit stating that the Service Provider is/has not been blacklisted by Central Government Departments/State Government/Statutory bodies/ Autonomous bodies/PSUs /Private Sector at any point of time.	
14	List of similar assignments and number of; Manpower provided to Central Government Departments / State Government/ Statutory bodies/ Autonomous bodies/ PSUs / Private Sector during the last three years. Satisfactory performance certificate also to be attached.	
15	Objective Testing and Assessment of Professional Skills of Candidates/ Manpower: Service Provider's process of Scrutinising candidates before providing to the Competition Commission of India; Number and type of tests/examinations proposed/conducted by the Service Provider to ensure that suitable candidates/manpower are going to be provided to the Competition Commission of India	
16	Acceptance of Terms and Conditions	
17	Demand Draft/ Pay order for Tender document fee (non-refundable) of Rs.1000/- (Rs. One thousand only) attached (Name of bank, DD/Pay Order No. Date and amount)	
18	Demand Draft/ Pay Order for EMD of Rs.1,00,000/- (Rs. one lakh only) attached (Name of bank, DD/Pay Order No. Date and amount.	
19	Declaration about Fraud and corrupt practices(Duly signed & attested as given in the Tender Document– Annexure-III)	
20	A certificate showing that the service provider has not defaulted in payment of EPF/ESI/ Service Tax and Income tax etc.	
21	List of other clients	
22	Any other information to establish financial worth and technical competence.	
23	Copy of minimum 3 year old valid ISO 9001:2000 Certification as Mechanized Housekeeping Services.	
24	Copy of valid OHSAS 18001:1999 and SA 8000:2001 Certification as Mechanized Housekeeping Services	

Date & Place

Signature of authorized person with  
name and seal

DECLARATION

I \_\_\_\_\_ Son/Daughter/Wife of Shri \_\_\_\_\_  
Proprietor/Director/authorized signatory of the tendering entity mentioned above, is competent to sign this  
declaration and execute this tender document;

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

3. The information/documents furnished alongwith the above application (Bid) are true and authentic to  
the best of my knowledge and belief. I/ we, am/are well aware of the fact that furnishing of any false  
information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards  
prosecution under appropriate law.

Signature of authorized person

Date

Full Name with seal

Place

**PROFORMA FOR FINANCIAL BID**  
(To be enclosed in a separate sealed envelope)

No. ....

Date

The Deputy Director (HR)  
Competition Commission of India  
New Delhi

**Sub:** Financial bid for providing Personal Assistant, Data Entry Operator, Multi-tasking Staff and Housekeeping Staff

Sir,

With reference to your tender Notice No. ....dt ..... on the subject mentioned above, I/We quote the rate, including the service charges and service tax for above mentioned work as under:

Sl. No.	Component of Rate*	Personal Assistant (Skilled)	Data Entry Operator/ Supervisor (Skilled)	Multi-Tasking Staff and Housekeeping Supervisor (Semi-Skilled)	Housekeeping Staff/ worker (Unskilled)
		Graduates & Above		Matriculate but not Graduate	Non - matriculate
1	Monthly Rate (per head per month)				
2.	EPF @ % of Sl. No.1				
3.	ESI @ % of Sl.No.1				
4.	Uniform Outfit Allowance				
5.	Administrative Charge/ Service Charge				
<b>6.</b>	<b>Total Col. 1 to 5</b>				
7.	Service Tax %				
<b>8.</b>	<b>Gross Total (Sl. No. 1 to 7)</b>				
9.	Daily Rate per person				
10.	Bonus per person per month incl. S.Tax				
11.	Rate per person for extra hour duty				
12.	Monthly Charges for housekeeping Cleaning Materials (inclusive of all applicable taxes)				

- \* This is to be read in conjunction with latest rules/acts/regulations and policies promulgated by Competent Government Authority
- the minimum wage should be in conformity with the latest minimum wages notified by Labour Department Government of NCT Delhi
  - All the above rates shall be in both words and figures.
  - All rates to be quoted in Indian Rupees only
  - No column should be left blank.
  - The rates quoted by the tendering Service Provider should be inclusive of all statutory/taxation liabilities in force at the time of entering into the contract.
  - The Service Provider's charges shall be quoted in Administrative Charge/Service Charge.

I/ We accept all the terms and conditions.

Date:  
Place:

Signature of authorized signatory of the Tenderer  
with his/her name, designation and seal of the firm

**DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES**

We certify that in the last five years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

We declare that:

a) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any Government, Central or State; and

b) We have taken steps to ensure that inconformity with the provisions of Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

c) We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

d) We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law.

e) We certify that, we are remitting statutory dues/ taxes regularly to Government and no default was made in this regard.

f) We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our directors/ managers/ employees.

Date:

Place

Signature;  
Name& Designation with office Seal

**Competition Commission of India**

**1. Name of the post** : **Personal Assistant**

**2. Mode of Recruitment** : Outsourced basis

**3. Qualifications and Experience:**

**Essential:**

**A. Qualification**

- a) Graduate in any discipline
- b) Shorthand Speed 100 w.p.m.in English
- c) Typing speed of 40 w.p.m. in English
- d) Proficiency in MS Office applications such as World, Excel and Power Point
- e) Excellent organisational skills and capacity to maintain effective document and record management.
- f) Good drafting abilities and capability to produce presentations, reports and letters.
- g) Good knowledge of both written and spoken English
- h) Flexibility and ability to work well as a team member
- i) Strong communication skills.
- j) Ability to handle telephonic messages appointments, diary maintenance.
- k) Ability to work under pressure and maintain a professional demeanour

**B. Experience**

- a) Minimum 8 years experience of this kind of job.
- b) Must have worked atleast for 3 years with any of the Executive Director in Private / Public Sector Service Provider or with officer of the level of Joint Secretary or above in Govt. related Organization.

**Desirable**

- a) Diploma / Certificate in Secretarial Practice / Office Management
- b) Diploma / Certificate in Computer Applications
- c) Knowledge of the functioning of the Competition Commission of India or similarly placed organisation.

**4. Job Description:**

The Personal Assistant will be responsible for the following tasks:

- a) Keeping agenda organizing and co-ordinating appointments, meetings and tour.
- b) Taking dictations.
- c) Typing and archiving correspondence using computer applications
- d) Registering and dispatching e-mails
- e) Filtering telephonic calls.
- f) Responding to queries and requests for information while exercising tact discretion at confidentiality.
- g) Acting as a first point of contact for all enquiries to the officer attachedwith.
- h) Setting up and maintaining effective filing system.
- i) Designing and composing slides for power point presentation.
- j) Using internet applications.
- k) Performing other related tasks as & when required.

**Competition Commission of India**

1. **Name of the post** : **Data Entry Operator**
2. **Mode of Recruitment** : Outsourced basis
3. **Qualifications and Experience:**

**Essential**

**A. Qualification**

- a) Graduate in any discipline
- b) Typing speed of 40 w.p.m. in English
- c) Ability to operate Electronic Data Processing equipment.
- d) Ability to manage files / project work / cases
- e) Ability to work under pressure and maintain a professional demeanour

**B. Experience**

- a) Minimum 2 year's experience of this kind of job.
- b) Must have worked atleast for 1 years with any of the office of reputed Private / Public Sector Service Provider or Govt. related Organization.

**Desirable**

- a) Diploma / Certificate in Office Management
- b) Diploma / Certificate in Computer Applications
- c) Knowledge of the functioning of the Competition Commission of India or similarly placed organisation.

**1. Job Description:**

The Data Entry Operator will be responsible for the following tasks:

- (a) Enter data to update records following the promulgated codes and standards.
- (b) Receives and respond to record inquiries in compliance with standards.
- (c) Access files through knowledge of computer terminal and manual file system.
- (d) Take printouts as required.
- (e) Performs related duties
- (f) Provide a variety of secretarial and administrative support.
- (g) Performs special projects as necessary.

**Competition Commission of India**

- 1. Name of the post** : **Multi tasking staff**  
**2. Mode of Recruitment** : Outsourced basis  
**3. Qualifications and Experience** :

**A. Essential Qualification**

- (a) 10<sup>th</sup> standard or equivalent  
(b) Must be able to understand English.  
(c) Ability to handle modern office equipments such as Fax, Xerox, Binders etc.  
(d) Ability of delivering and filing of papers, maintenance of stationery, office cleanliness (excluding sweeping and toilet cleaning)  
(e) Ability to work under pressure and maintain a professional demeanour

**B. Experience**

- (a) Minimum 2 years experience.  
(b) Must have worked at least for 1 year with any of the office of reputed Private / Public Sector Service Provider or Govt. related Organization.

**Desirable** : **Ex Serviceman**

**2. Job Description:**

The multi tasking staff will be responsible for the following tasks:

- (a) Regular dusting/cleaning of office furniture (table and chairs) and Office equipment, telephones, book cases, filing cabinets, almirahs, doors, windows etc.  
(b) Attending to Senior Officers, Distribution of inter office Daks, Dusting and Cleaning of work stations/tables/chairs/almirahs, Glass Panes of all windows/doors etc.  
(c) Misc. works like shifting of goods/office furniture/locking and unlocking the office rooms and halls in the morning/evening and any other official work which arises from time to time.  
(d) Any other work assigned by the Administrative Authority/Senior Officers



**Competition Commission of India**

**For Housekeeping Services**

1. **Name of the post** : **Housekeeping Staff (Un-skilled)**
2. **Mode of Recruitment** : Outsourced basis
3. **Qualifications and Experience** :

**C. Essential Qualification**

- (a) Non-Matriculation
- (b) Must be able to understand English.
- (c) For Supervisor, 10<sup>th</sup> Standard or Equivalent

**D. Experience**

- (a) Minimum 2 years experience.
- (b) Must have worked at least for 1 year with any of the office of reputed Private / Public Sector Service Provider or Govt. related Organization.

**3. Job Description:**

The Housekeeping Supervisor will be responsible for the following tasks:

- To monitor and ensure proper Housekeeping activities are conducted at the site as per specifications
- To brief all staff regarding their duties, designated areas and special instructions, if any.
- To create awareness and train all staff regarding methods and the specifications and to inform them of any changes in routines or specifications.
- To submit the various checklists, at the frequency instructed in the suggested formats.
- To de-brief all supervised staff at the end of each shift.
- To monitor that the staff is cleaning in proper manner in order to ensure that the surfaces are maintained in the best possible way and enhance their longevity.
- To inform all discrepancies and maintenance requirements brought to his notice by his staff and his own observations to management promptly.
- Ensure discipline, proper attire and etiquette in the staff under them.
- To polish all the designated areas to ensure effective housekeeping.
- To maintain the daily attendance record, absentees list and list of stand-by personnel called for duty.
- Janitor closets and storage areas to be maintained in a neat and orderly manner at all times.
- Method Statement of the Basic Housekeeping Process.
- To organize training for Housekeeping Boys on use of various consumables, equipment and machinery.

The unskilled housekeeping staff shall perform the cleaning tasks as assigned by the Supervisor.

**SCOPE OF WORK : HOUSEKEEPING SERVICES**

S.No.	Location	Area (Sq.Ft.)	Manpower Required		
			Unskilled		Semi-skilled
			Male	Female	Male
1.	Hindustan Times House 18-20, Kasturba Gandhi Marg New Delhi-110001	60,750	09	02	01
2.	“Hudco Vishala “B Wing, 14, Bhikaji Cama Place New Delhi-110066	22,393	03	01	NIL

The selected Agency/Firm shall be responsible to undertake the activities as per the periodicity indicated against each activity given hereunder by using the material of high standard quality (ISI Mark) :

a) Activities and frequency of Cleaning/Sweeping :

S.No.	Works Details	Frequency
<b>1</b>	<b>Rooms</b>	
	Cleaning of the doors	Once in a day
	Removal of the Cobwebs	Once in a week
	Dusting of the Verticals	Once in a week
	Cleaning of Electrical Switches	Once in a week
	Spot cleaning of the walls	As required
	Dusting & Cleaning of Windows	Once in a week
	Scrubbing of the skirting	Once in a week
	Dusting of other article in the room	Once in a day
	Wet mopping of the Floor	Twice in a day
	Dry mopping of the Floor	Twice in a day
	Dusting of the Furniture & Fixtures	Once in a day
	Telephone and Computer Cleaning	Once in a day
	Fax and Photostat Machine Cleaning	Once in a day
Fax and Photostat Machine Deep Cleaning	Once in a week	
	Telephone and Computer Deep Cleaning	Once in a week
	Trash Removals	As required
	Emptying and cleaning of Dustbins with Detergents	Once in a day
	Vacuum cleaning of Carpets	Once in a week
	Spotting of Carpet	As required
	Cleaning of the Doormat	Once in a day
	Cleaning of Flask/crockery	Once in a day
	Cleaning of Water Dispenser	Once in a day
	Electrical Equipment Cleaning	Once in a week
<b>2</b>	<b>Toilets</b>	
	Cleaning of doors and windows	Once in a day
	Scrubbing of the Urinals	Thrice in a day
	Scrubbing of the skirting	Twice in a day

	Washing of Toilet walls and floor with phenyl and detergent	Twice in a day
	Washing of W/C	Thrice in a day
	Washing of W/B	Thrice in a day
	Changing of the Urinal Cubes	As required
	Changing of the Odonil cubes	As required
	Cleaning of the Doormat	Once in a day
	Trash Removals	As required
	Refilling of the Soap dispenser	As required
	Refilling of the Toilet paper rolls	Daily. If required, twice in a day.
	Refilling of the face tissues	-do-
	Cleaning of Toilet Fittings	Once in a day
	Cleaning of washbasin/sink	Twice in a day
	Cleaning of Mirrors	Once in a day
3	<b>Stairs</b>	
	Wet Mopping of stairs	Thrice in a day
	Dry Mopping of Stairs	Thrice in a day
	Scrubbing of Stairs	Once in a day
4	<b>Passage Area</b>	
	Wet Mopping	Thrice in a day
	Dry Mopping	Thrice in a day
	Scrubbing of tiles with chemicals	Twice in a day
	Washing of the Floors	As required
5	<b>Pantry</b>	
	Dusting	Once in a day
	Wet Mopping	Twice in a day
	Dry Mopping	Four times a day
	Washing of the Floor	As required
	Trash Removal	As required
	Cleaning of wash basins/sinks	Twice in a day

(b) Other activities

Removal of paper, litter, garbage and packing material from all floors/rooms/ pantry etc. and to be dumped in dump yard outside the office premises

Vacuum cleaning of carpeted floors on weekly basis.

Dusting of furniture, telephones, etc., firstly with dry cloth and then with good quality liquid detergent.

Cleaning and scrubbing of toilet on regular interval/ as & when required.

Cleaning of washbasins, sanitary fittings and toilets floors with dry & wet mops.

Cleaning of window glass panes/ panels both sides, frames & air conditioning grills.

Dry & wet mopping of staircases, . Pantry & lobby area.

Cleaning of planters.

Reception and lobbies to be mopped twice/ thrice in a shift or as and when required.

Cleaning of Reception door and main entrance glass door and frames on both sides.  
Dry & wet dusting of glass partitions with glass cleaner.

Dusting and cleaning of conference tables and chairs.

Spot cleaning of carpets on regular basis as per prescribed maintenance instructions.

Cleaning of panel posters, paintings, light fittings, furniture & fixtures etc.

Scrubbing of staircase, lobbies and outside areas.

Removal of cobwebs.

Brasso polishing of brass/copper fixtures

Cleaning of Glass panes from Outside – Once in a month.

Polishing of floors once in a week

Cleaning of Drains on regular basis

- (c) **List of Premium Quality Materials to be used for cleaning:** The selected agency/firm shall provide all the material required for day-to-day use (ISI mark). Some of these items are given below :-

S.No.	Name of the Items
1.	Liquid Soap (Dettol/equivalent)
2.	Odonil Cubes (Sandal Wood Balsara Brand)
3.	Naphthalene Balls
4.	Toilet Roll of Premium Quality
5.	C Fold tissues of Premium Quality
6.	Face Tissues of Premium Quality
7.	Cotton Dusters
8.	Glass Dusters
9.	Dust mop with blue acrylic cloth and handle
10.	Flat Wet Mop with cotton mop head and handle
11.	Dust Mop head acrylic
12.	Flat Wet Mop Head
13.	Floor cleaner for marble floor
14.	Toilet cleaner (Harpic/equivalent)
15.	Spiral- Floor Cleaner for other Floors
16.	Cotton Duster
17.	Housekeeping Caddy for each Housekeeping personnel
18.	Blue plastic floor squeeze with white color double blade (55Cm) with handle 35 (Cm)
19.	Manual scrubbing tool for skirting and corner with handle green pad
20.	Hand scrubbing tool for vertical area with green pat & white pad
21.	Glass cleaning set complete
22.	Cobweb brush round

23.	Cobweb brush curved
24.	Vertical Dust Pan clip with broom
25.	Red Duster with handle
26	Vim Powder/Equivalent, for Washbasins/Sinks
27	Phenyl (Bengal Chemicals/Euivalent) for wet mopping
28	Collin/Equivalent (for dry mopping)

(d) Deployment of Supervisor: For coordination and supervision of all activities, one Supervisor is to be deployed at CCI's Office at H.T. House. The supervisor must be an experienced and qualified person who will be responsible for smooth functioning of all facilities. The Supervisor will be responsible for maintaining discipline amongst the staff provided by the Agency.