ADMN/2023/KSWMP/QN-02-2023 **21/03/2023**

MODIFIED NOTICE INVITING SEALED QUOTATIONS

The Kerala Solid Waste Management Project (KSWMP), under the Local Self Government Department, invites Quotations from eligible agencies/ contractors for **Housekeeping Services**. Interested agencies shall submit their quotations in a sealed cover, in the enclosed format addressing **The Project Director, KSWMP** before the closing date and time with superscription "**Quotations for Housekeeping Service ''**. Quotations received after the closing date and time shall not be considered.

Service /Supply	**Housekeeping Service**	
Quotation validity	30 days from the date of submission	
Contract period	One (1) year	
Quotation type	Sealed Single cover	
Quotation closing Date/Time	28 -03-2023;	1500 Hrs
Date of opening	28-03-2023;	1600 Hrs
Quotation Fee	Rs.2000/- (Demand Draft in favour of Project Director, KSWMP, Thiruvananthapuram, Payable at Thiruvananthapuram)	
EMD	Rs.12500/- (Demand Draft in favour of Project Director, KSWMP, Thiruvananthapuram, Payable at Thiruvananthapuram)	
Authority	Project Director Kerala Solid Waste Management Project (KSWMP) Local Self Government Department (LSGD) 4th floor, Trans Towers Vazhuthacaud, Thiruvananthapuram- 695014 Ph:0471-2333011 Email:-spmukswmp@gmail.com	

Note: If the date of opening happens to be a public holiday it will be opened the next working day.

Project Director

Terms & Conditions

(Quotation for Housekeeping Service subscription)

1. Minimum Service Requirement

The aim and objective is to procure the services of an experienced "**Agency/Contractor"** to provide professional housekeeping and related Pantry Services in the two Offices of KSWMP located in the Ground Floor and Fourth Floor of Trans Tower, Vazhuthacaud, Thiruvananthapuram, 695014. Pursuant to the said objective the following "**Services"** shall be offered by the selected Agency:

1.1 To offer professional cleaning and housekeeping service as detailed herein.

1.2 To engage personnel on need basis for providing Pantry Services during Office Working hours as required herein.

2. Eligibility

2.1 The Agency shall have experience of at least two years in the field of Professional Cleaning, Housekeeping and Pantry Services.

2.2 The Agency should have undertaken at least two such Professional Cleaning, Housekeeping and Pantry Services for Private organisations, Government Depts / Government Agencies and Public Sector Undertakings (PSUs) having a minimum Office area of 2,000 square feet for a period of not less than one year.

2.3 The Agency must be registered under the Provident Fund Act, ESI Act, etc., complying with all laws and rules applicable for labour welfare.

2.4 The Agency should have full insurance cover for all employees deployed for the Services.

During tender evaluation, higher preference will be given to those Agencies having previous experience in offering Professional Cleaning, Housekeeping and Pantry Services in any Government Departments / Government Agencies / PSUs.

3. Preparation of Quotation

3.1 The proposal shall detail the services to be provided by the Agency.

3.2 All costs, including labour, supply of cleaning materials, rental of equipment, disposal of cleaning waste (if any) shall be included in the quote.

3.3 Rate quoted must be inclusive of all taxes and the taxes should be shown separately.

3.4 For Cleaning and Housekeeping Services, the eligible bidders shall quote the applicable rates on "per Sq.Ft. per month basis" for the area mentioned herein.

3.5 For the delivery of the Pantry Services, the applicable wages per day per person may be quoted.

3.6 Under no circumstances, the wages proposed per person per month should be less than Standard Minimum Wages as fixed by the Labour Department from time to time (inclusive of all statutory levis and taxes).

4. Submission of Proposal:

4.1 The Agency shall submit the quotation in sealed single cover duly filled in the format in Annexure with superscription "Quotations for Housekeeping Services" along with necessary attachments as prescribed herein.

4.2 The Agency shall submit self-attested copy of following documents as a part of the quotation:

- 4.2.1 Registration / Incorporation certificate
- 4.2.2 Certificate of satisfaction from existing Clients (minimum 2 nos). Preference shall be given to Government/ PSU (if any)
- 4.2.3 GST Registration certificate of the firm.
- 4.2.4 PAN Card
- 4.2.5 Any other relevant documents

4.3 By Submission of bids, the Agency's acknowledge that

- 4.3.1 The rates quoted are not more than the rates charged from any other Institution / Department / Organization.
- 4.3.2 I/We have gone through the terms & conditions stipulated in the bid document and confirm to abide by the same.
- 4.3.3 No other charges would be payable by KSWMP.

5. Quotation fee & EMD

5.1 The Agency shall furnish a DD for an amount of Rs. **2,000/- (Rupees Two Thousand only)** in favour of Project Director, KSWMP, Thiruvananthapuram, Payable at Thiruvananthapuram towards the cost of Tender Forms.

5.2 The Quotation shall be accompanied by a Demand Draft worth Rs. **12,500/- (Rupees Twelve Thousand five hundred only**) in favour of Project Director, KSWMP, Thiruvananthapuram, Payable at Thiruvananthapuram) towards EMD. The EMD of all Agencies shall be released after fourteen (14) days from the Closing date of quotation submission.

5.3 Quotations submitted without the fee for tender forms &EMD shall be summarily rejected.

5.4 However, MSMEs with Udyog Aadhar registration or any other body specified by the Ministry of Micro, Small and Medium Enterprises working within the State of Kerala will be exempted from payment of Tender Fee and Earnest Money Deposit and Performance Security.

6. Evaluation

KSWMP holds the right to cancel the lowest bidder (irrespective of status in financial bid) in case it does not provide for minimum wages as per Minimum Wages Act / as per the directives laid down by Central/ State Government.

7. Validity of Quotation:

Quotations submitted by the Agencies shall remain valid for a period of thirty (30) days after the Closing date of submission.

8. Execution of Agreement & Commencement of services

8.1 Project Director, KSWMP shall issue the Work Order for Housekeeping and Pantry Services to the selected Agency in writing by email/post.

8.2 The selected Agency shall acknowledge the receipt of the Work Order over email or Post or by hand delivery and submit a countersigned copy of the Work Order therein as the proof of acceptance of the Work Order.

8.3 The selected Agency shall execute an agreement with KSWMP for offering Housekeeping and Pantry Services to KSWMP in a Stamp Paper worth Rs.200/-within seven (7) working days from the date of issue of Work Order.

8.4 Any modification in the scope of service and the payment during this contract period shall be mutually discussed and agreed and shall be confirmed in writing by a Supplementary Agreement.

9. Performance Guarantee

9.1 The selected Agency shall furnish a Demand Draft for an amount equivalent to 5% of the quoted annual Contract Value of the Services in favour of Project Director, KSWMP, Thiruvananthapuram, Payable at Thiruvananthapuram) towards Performance Guarantee within seven (7) days of issue of Work Order.

9.2 It will remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the Agency under this tender. No interest will be paid on this deposit.

9.3 Once Performance Guarantee is furnished and agreement is executed by the selected Agency, the EMD shall be released.

9.4 All the MSMEs with Udyog that are registered with the Aadhar registration, or any other body specified by the Ministry of Micro, Small and Medium Enterprises working within the State of Kerala will be exempted from furnishing Performance Security.

10. Period of Contract

10.1 The Contract shall be for a period of one year.

10.2 The Contract shall be extended on mutual agreement subject to the condition that the scope of service and rate remains unchanged.

Detailed Scope of Work

1. Scope of Service

1.1 Housekeeping and Cleaning Services of the highest standards shall be provided on all working days of KSWMP, except on Government Holidays and Sundays

1.2 Mechanized / manual cleaning may be done as far as possible with proper equipment using sufficient quantity of prescribed Bio-degradable/Eco friendly cleaning material.

2. Area of Service

2.1 The total area for the purpose of professional cleaning / housekeeping service is:

Sl no	Area	Minimum Service Required		
		Regular Cleaning	Periodical & Deep Cleaning	Pantry Support
1	2900 sq ft, Upper Ground Floor, Trans Towers, Vazhutacaud	All working days	Fortnightly	All Working days
2	1200 sqft, 4th floor, Trans Towers, Vazhutacaud	Not Required	Fortnightly	Not Required

3. Deployment of Staff

3.1 The personnel to be deployed shall be well experienced and trained adequately to handle any type of cleaning / housekeeping and other work required as per this contract.

3.2 The personnel to be deployed should have sound health, good hygiene, be able bodied and have experience in cleaning / housekeeping.

3.3 The Agency shall obtain police verification of all their personnel deployed at KSWMP and submit the report to this office along with Aadhar or other valid proof of identity and residence.

3.4 The personnel shall ensure that they present themselves clean and tidy.

3.5 The personnel to be deployed should have knowledge of local language and functional English also.

3.6 The personnel shall report to the Officer-in-charge of Administration assigned by this office.

3.7 The personnel deployed at office shall be provided with uniforms by the Agency & the Identity Cards shall be prominently displayed.

3.8 The Agency shall ensure that the deployed Personnel are granted Holidays/Leave with

wages as per applicable Labour Welfare Acts / Rules.

3.9 In the event of leave / absence of the personnel deployed, Agency shall ensure suitable alternative by prompt arrangement of substitute manpower to make up for such absence with the approval of the officer in-charge of Administration in KSWMP.

3.10 The Agency shall neither deploy nor remove from deployment any worker without approval of KSWMP.

3.11 If any of the personnel of the Agency indulges in any illegal/irregular activities, misconduct, the Agency shall take appropriate action as per law and rules against its erring personnel in consultation with this office and intimate the action taken to this office. Such personnel who indulge in such type of activities shall not be further deployed in this office by the Agency in any case. All such losses shall be make good by the Agency.

3.12 The Contractor/Staff employed by the Contractor shall not engage in any type of activities prejudicial to the interest of KSWMP.

4. Cleaning materials and equipment

4.1 Cleaning materials / consumables and essential cleaning equipment shall be provided by the Agency at their own cost and KSWMP shall not provide the same.

4.2 The cleaning material used shall be of standard quality adhering to applicable standards of Bureau of Indian Standards (BIS), preferably following green protocol.

4.3 Housekeeping materials/consumables, shall include but not limited to

4.3.1 Buckets, mugs & other utensils
4.3.2 Brooms & Brushes
4.3.3 Mops
4.3.4 Cleaning liquids/ Solutions
4.3.5 Room fresheners
4.3.6 Hand wash at all wash basins
4.3.7 Liquid soaps for dish washing
4.3.8 Toilet fresheners
4.3.9 Tissue boxes in Cabins

4.4 Machinery shall include but not limited to vacuum cleaner.

4.5 Maintenance of sufficient stock of material for cleaning and housekeeping.

5. Regular Cleaning Requirements

The regular cleaning shall be carried out on all working days. The activities shall necessarily include**:**

5.1 Cleaning / Upkeep of Senior Officers Chamber, Cabins, Staff Cubicles, Workstations, Conference room, Discussion room, Pantry, Reception and Common areas

5.2 Sweeping and wet mopping of office floor area including rooms, cabins, work stations, corridors, staircases and other common utility areas.

5.3 Dusting and cleaning of office furniture like tables, chairs, cupboards etc.

5.4 Cleaning of carpets, sofa sets and curtains / blinds with vacuum cleaner.

5.5 Dusting of all furniture such as tables, chairs, sofas, almirahs etc, and all the electronic gadgets like computers and peripherals, telephones, TV, VC equipments, printers, photo copier machines etc.

5.6 The doors, windows, partitions including the particle board, glass and aluminum channels.

5.7 Watering of all the plants in the premises. Arrangement, proper maintenance of flower pots and shifting of them whenever required.

5.8 Cleaning of pantry hall including washing vessels & utensils and disposal of food and other wastes.

5.9 Cleaning of dustbins, collecting waste & deporting them to the dumping point

5.10 Dusting of ceiling, walls, partitions, glass doors, windows, grills etc.

5.11 Cleaning of electrical fittings and fixtures.

5.12 Care should be taken that the gadgets / equipment are not tampered with during the cleaning operation.

5.13 Cleaning of toilet pots, seats, platform, sink, wash basins, tiles, floor, racks, glass mirrors etc.

5.14 Thorough sweeping, washing, mopping and scrubbing the floors and wall dado inside the toilets.

5.15 The cleaning includes floor, wall dado, plumbing and sanitary fittings & fixtures, glazed ventilators etc

5.16 Cleaning of accessories provided in the washrooms like Buckets/mugs/soap cases, etc.

5.17 Such other cleaning or other work that may be entrusted from time to time by the Officers concerned.

5.18 Collection of all the sweepings, garbage and waste and its disposal

5.19 Filling of liquid soap in soap containers and putting of air freshener/sanitary cubes/naphthalene balls in urinal pots, urinal mats, etc.

5.20 Movement of files / records within the office premises.

5.21 Watering and maintenance of indoor plants

5.22 Use proper microfibre cloth/sponge and squeegee with suitable cleaning solutions to keep the glass doors/walls/window panes clean.

6. Periodical Cleaning & related Services

Detailed scope of service to be provided fortnightly shall necessarily include:

6.1 Deep Cleaning of Blinds, Curtains, Cupboards, Storerooms

6.2 Removing the cobwebs, stains, dirt from wall, ceiling, pelmet and inaccessible spots at all heights & levels.

6.3 Cleaning of walls, windows, windowpanes, grills, doors, ventilators, exhaust fans, ceiling, lobby, staircases etc.

6.4 Cleaning of Window Glasses.

6.5 Report any faults with the accessories/ equipment in the toilets like Taps /Sinks /Geyser/Flush /Shower / other sanitary fittings etc are in working condition and if not, then timely report it to the Admin in Charge of KSWMP.

6.6 Shifting of furniture, records & their re-arrangement as and when required.

6.7 Indoor plants pots, mats and carpets are to be cleaned and its periodical shifting (for exposure to sunlight)

6.8 Dry cleaning and washing of removable seat cover, towel, curtains and other cloth materials if any.

7. Facilitating Meetings & Special Functions

7.1 The Agency shall make necessary arrangements to serve refreshments (bottled water, beverages and snacks) for meetings and functions held by KSWMP as per intimation.

7.2 The requirement in terms of bottled water, beverages and snacks shall be informed by KSWMP well in advance for the Agency to make necessary arrangements.

7.3 The Agency shall take extreme precaution in ensuring quality of bottled water, beverages and snacks served at KSWMP.

7.4 The Agency shall provide additional man power if any required, on any occasion, over and above the number of persons contracted to be provided by them during the normal course. The Client shall reimburse the make the payment to the Agency for the additional labour as per government approved rates on production of documents for reimbursement.

7.5 Necessary arrangements shall be made to provide plates, napkins, spoons and forks, cups, party picks, serving containers, tablecloths, and other utensils necessary for serving and eating the refreshments.

7.6 The Agency shall also arrange the cleaning and disposal of wastes after such events.

7.7 All expenses for drinking water, beverages & snacks, utensils, consumables, including man power deployment and other incidental expenses shall be reimbursed by KSWMP.

8. Supply of Drinking Water & refreshments

8.1 The Agency shall arrange regular supply of required quantity of purified drinking water. (in 20 litre cans in the) at office as directed by KSWMP.

8.2 The Agency shall arrange for the regular refreshments at office including for guests as required and following the instructions / communications from KSWMP.

8.3 The cost in this regard shall be reimbursed at actuals on submission of the statement with bills as required herein.

9. Timing of services

9.1 The regular cleaning shall be completed by 9.30 AM on all working days by deploying adequate number of persons. *(The cleaning shall start at the premises at least from 8.00 AM on all working days in order to complete the work by 9.30 AM)*

9.2 The pantry support personnel shall be deployed from 9.30 AM to 6.00 PM on all working days except Sundays and National Holidays.

9.3 The Agency can deploy the personnel on shift basis as he deems fit or as per direction of KSWMP.

10. Supervision & feedback

10.1 The Agency shall ensure that the work undertaken by its personnel is carried out efficiently and to the satisfaction of this office.

10.2 Pre-designated supervisors of the Agency shall supervise the awarded work.

10.3 The Agency / Authorized Representative shall personally contact the officer in charge of Administration in KSWMP at least once in a fortnight to get feedback on the services rendered by the Agency and make corrective measures if required.

10.4 The details of the Supervisor and the authorized person shall be provided to this office in advance.

11. Attendance & Reporting

11.1 The Agency shall arrange to maintain the attendance record of the contract personnel deployed by him.

11.2 The attendance record shall be produced for verification.

a. on demand at any point of time to KSWMP

b. along with the monthly invoices.

12. Payments

12.1 Payment will be made on monthly basis after satisfactory completion of work.

12.2 The Agency shall raise the invoice against the services on completion of one Calendar month. The invoice shall necessarily include the item wise breakup of the

12.2.1 Cost of deployment of manpower (regular & additional) along with shift wise attendance of each personnel

12.2.2 Cost towards utensils, consumables, and equipment

12.2.3 Taxes, cess and others

12.3 Payment to the Agency shall be made on monthly basis through NEFT/RTGS, against invoices, subject to a maximum of one invoice per month. No interim bills will be entertained.

12.4 TDS and other standard deductions shall be made from the bills of the Agency as per applicable laws.

12.5 No escalation of the price whatsoever would be allowed during the pendency/currency of the contract except in the increase in wages by the statutory Authority empowered to do so and corresponding charges of service provider and applicable taxes. The increase has to be intimated in writing to KSWMP.

12.6 If at any time during currency of JOB, the scope of work for which this job has been awarded is reduced/increased from, the payment/value of this job order shall be modified on pro-rata basis.

12.7 No advance payment will be made.

12.8 In case of non-fulfillment of any obligation under the contract, KSWMP reserves the right to deduct the payments due from the Agency from monthly bill(s),

12.9 Proof of challan/receipt for the payment made towards following should be furnished to this office along with the subsequent month’s invoice:

12.9.1 the wages to each employee.

12.9.2 the payment of Provident Fund and ESI made on account of the workers for the preceding month together with their ESIC Ins. No./EPF subscriber no.

12.10 KSWMP reserves the rights to withhold bills, if the Agency fails to comply the condition under Clause 11.9 above.

13. Reimbursable

13.1The reimbursibles are admissibles in two cases.

13.1.1 Cost of Consumables at KSWMP other than those required for cleaning.

13.1.2 Expenses for facilitating meetings and events.

13.2The consolidated statement for reimbursable shall be produced separately on monthly basis.

13.3The Consolidated statement shall be submitted along with the bills of each item.

13.3The cost incurred towards the following shall be reimbursed at actuals on production of bills.

13.3.1 Buckets, mugs & other utensils for use in Toilets or otherwise. This shall not include those utensils used for cleaning activities.

13.3.2 Hand wash at all wash basins

13.3.3 Liquid soaps for dish washing

13.3.4 Tissue boxes in Cabins

13.3.5 Bottled water, beverages and snacks for meetings and functions as required herein including its transportation charges.

13.3.6 Drinking water & refreshments at office

Note :- For the sake of clarity reimbursements will

1. *be provided for utensils that form the assets/ included in the stock register of KSWMP.*
2. *be provided for consumables by office like handwash, liquid soaps & tissue boxes.*
3. ***Not** be provided for consumables & utensils for cleaning including room/ bathroom fresheners.*

14 Wages & other benefits of the Personnel deployed

14.3 The wages shall be paid to workmen without any deduction except those under the payment of Wages Act and Minimum Wages Act.

14.4 The Agency shall be solely liable for all payment/dues of the workers employed and deployed by him with reliable evidence provided to KSWMP.

14.5 The Agency shall ensure that there is no scope for any grievance from the personnel deployed by him on account of delayed payment of wages.

14.6 The Agency shall ensure that the payment of wages to his workmen deployed for carrying out his contractual obligations shall not be less than the minimum wages prescribed by the Central Government/State Government under Minimum Wages Act, Payment of Bonus Act, Shops and Establishment Act as applicable during the contract period

15 Penalty & Compensation

15.3 In case of any loss to KSWMP due to lapse of the personnel deployed by the Agency in discharging their responsibilities, such loss shall be compensated by the Agency. KSWMP shall have the right to deduct appropriate amount from the subsequent payments to the Agency to make good of such loss.

15.4 In case of any deficiencies/lapses on the part of the personnel deployed by the Agency, KSWMP shall terminate the contract forthwith or take any other action without assigning any reason whatsoever.

15.5 In case of a death or mishap occurred during discharging the duty, the compensation/ liability shall be the responsibility of the Agency.

15.6 If the Agency fail to make alternate arrangement in the event of leave/absence, of the personnel deployed at KSWMP, KSWMP shall deduct the amount for such default on pro rata basis from the Agency.

15.7 **If the quality of cleaning/housekeeping on any day is not satisfactory, a penalty equivalent to a day's payment due to the Agency on pro rata basis shall be imposed by KSWMP**.

15.8 In the event, KSWMP makes any payment or incurs any liability with respect to the scope of the Agency the Agency shall indemnify KSWMP completely.

15.9 In case the KSWMP finds any work is entrusted to any sub-Agency on piecemeal basis or on regular terms, the KSWMP reserves the right to terminate the contract without assigning any reasons.

16 Obligations of the Agency

16.1 Services by the agency should be in accordance with the Contract Labour Act 1970 & latest Central Government Minimum Wages at their own cost and KSWMP will not provide the same.

16.2 The Agency shall strictly comply with the provisions of the Employee Provident Fund Act, 1952 and the provisions of Employees' State Insurance Act,1948.

16.3 The Agency will be held wholly responsible for any action taken by statutory bodies for violation/non-compliance of any provision/rule.

16.4 In case of any dispute with regard to providing services and interpretation of any clause of the Agreement, the Courts in Thiruvananthapuram shall have the jurisdiction to settle and decide all the disputes.

16.5 The Agency shall, at all times, maintain all the statutory records and documents, in proper format, as prescribed under the various Acts / Rules / Laws applicable to contract labourers / personnel and shall ensure filing of all prescribed returns in proper format to the concerned authorities well within the time limit specified under the respective Acts/ Rules/ Laws.

16.6 The Agency shall, on demand by KSWMP, produce all such records / documents / returns for inspection as KSWMP deems fit for ensuring proper compliance towards the provisions of applicable Acts/Rules/Laws by the Agency.

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17 Termination

17.1 In case KSWMP finds that the Agency failed to perform the services as per the agreement, KSWMP shall resort to penalty including cancellation of contract and forfeiture of security amount.

17.2 Any violation of instructions/ agreement or suppression of facts will attract cancellation of agreement without any reference.

Project Director

Annexure I

PROFORMA – DETAILS OF Agency

1	Name Address & contact details of the Agency		
2	Details of Quotation fee	DD No.: Date : Amount:	
3	Details of EMD	DD No.: Date : Amount:	
4	Previous Experience of the Agency	Agency	Particulars
		1.	
		2.	
		3	
		4.	

Note:

1. All the above items shall be filled up by the Agency

2. DD and other documentary proof for proving the registration, experience, eligibility etc shall be enclosed.

Signature:

Name:

Address

Contact Details

Seal:

Annexure II

Financial Quote

Item	Description	Rate/ sqft (INR)	Sqft	Total Price (INR) excluding taxes	Tax	Total Price Including tax
1	Monthly Charges for regular professional Cleaning, housekeeping & Pantry Support service for the office Space of KSWMP		2800			
2	Monthly Charges for periodical Cleaning, service for the office Space of KSWMP		2800 + 1200			
	Total (In figures)					
	Total (In Words)					

Authorised Signatory on behalf of the Agency:

Name:

Signature:

Date:

Official Seal: