



आपत्काले रक्षिष्यामि

GIC Re

## भारतीय साधारण बीमा निगम

General Insurance Corporation of India  
Suraksha, 170, J. Tata Road,  
Churchgate, Mumbai – 400 020

### TENDER

#### For "Office Up keep & House Keeping Services"

Date of Issue : From 23/09/2016 ( Friday ) on Corporation's  
website [www.gicofindia.com](http://www.gicofindia.com)

Last Date of Submission : Up to 01.00 P.M. on 21/10/2016 ( Friday )

Date of Opening : 03.30 P.M. on 21/10/2016  
(Technical Bid only)

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**GENERAL INSURANCE CORPORATION OF INDIA**

**TENDER NOTICE**

**Tender No. 2016-17/08**

General Insurance Corporation of India, Mumbai (hereinafter referred to as “the Corporation”), invites tender for OFFICE UPKEEP & HOUSEKEEPING SERVICES in Head Office at Suraksha, 170, J. Tata Road, Churchgate, Mumbai- 400020 and it’s offices at Oriental House 1st Floor, 7, J.Tata Road ,Churchgate Mumbai-400020 and 1<sup>st</sup> & 2<sup>nd</sup> floor, Ador House, 6k, Dubash Marg, Opp. Lion Gate, Fort, Mumbai 400001.

Tender Notification No and date:	2016-17/08 – 23/09/2016
Cost of Tender Document	<input type="checkbox"/> 1000/- (non-refundable) in the form of Demand Draft/Pay Order drawn in favour of “GIC of India”, payable at Mumbai. To be paid at the time of submitting the tender in a separate cover super scribed "Cost of document for OFFICE UPKEEP & HOUSEKEEPING SERVICES.
Earnest Money Deposit	<input type="checkbox"/> 100,000/-in the form of Demand Draft / Pay Order drawn in favour of “GIC of India” payable at Mumbai. To be paid at the time of submitting the tender in a separate cover super scribed "EMD for Office Upkeep & Housekeeping
Time, date and place of Sale of Tender Document	Time – 10 : 30 am to 3 : 00 pm Date – 23/09/2016 Place – 2nd Floor, OSD GIC, Suraksha, 170, J Tata Road, Churchgate, Mumbai – 400 020 <b>** Please see note below</b>
Last time ,date and place for receipt of Tender Documents	Time – 10 : 30 am to 1: 00 pm Date – 21/10/2016. Place- 2nd Floor, OSD GIC, Suraksha, 170, J Tata Road, Churchgate, Mumbai – 400 020. <b>** Please see note below</b>

Tender Opening time and date and place.	Time – 3.00 pm onwards Date – 21/10/ 2016 Place – GIC, Suraksha, 170 J Tata Road, Churchgate, Mumbai-400 020
Pre-Bid meeting with Tenderers for inspection of premises ( Presence in pre-bid meeting is mandatory )	Time – 3.00 pm onwards Date – 04/10/ 2016 Place –GIC, Suraksha, 170 J Tata Road, Churchgate, Mumbai-400 020
Financial bid opening	Date will be declared in due course

\*\*Tender document may also be downloaded from the Corporation's website from the following link [www.gicofindia.in](http://www.gicofindia.in)

The downloaded/purchased tender form must be complete in all respect and dropped in the Tender Box placed at the abovementioned address within the dates and time strictly mentioned as above along with the other tender documents and 2 separate Demand Drafts / Pay orders of ₹1,00,000/- and ₹ 1000/- drawn in favour of "GIC of India" payable at Mumbai, towards the Earnest Money Deposit (EMD) and cost of Tender Document respectively.

The tenders received after the last date and time of submission shall be rejected.

The Corporation reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever thereof. Canvassing in any form will be considered as disqualification from award of contract.

Assistant General Manager (OSD)

## **INSTRUCTIONS TO BIDDERS**

General Insurance Corporation of India, Mumbai (hereinafter referred to as “the Corporation”), invites sealed tenders from experienced service providers for OFFICE UPKEEP & HOUSEKEEPING SERVICES in its Head Office at Suraksha, 170, J. Tata Road, Churchgate, Mumbai- 400020 and it’s office at Oriental House 1st Floor,7,J.Tata Road, Churchgate Mumbai-400020 and 1<sup>st</sup> & 2<sup>nd</sup> floor, Ador House, 6k, Dubash Marg, Opp. Lion Gate, Fort, Mumbai 400001. The period of contract is one year and can be renewed subject to satisfactory performance. The contract can be renewed after expiry of one year with mutual understanding. The Corporation may consider increase in the rate/amount of contract upto maximum of 10% of the bid amount. The final decision of corporation will be binding on bidder.

### **INSTRUCTION FOR SUBMISSION OF TECHNICAL BID/PRICE BID :**

#### **The scope of work is as per Annexure I.**

**Envelop 1 (Technical Bid)** – Containing 1) Earnest Money Deposit (EMD) of Rs.1.00 Lakh (Rupees One Lakh only) in the form of Demand Draft in favour of General Insurance Corporation of India Payable at Mumbai, 2) Copy of these instructions duly signed by bidder in acceptance of the instructions, 3) Technical bid as per Annexure II

### **DOCUMENTS TO BE ENCLOSED WITH TECHNICAL BID :**

- a) Copy of License from Labour Commissioner to employ contract labour under the Contract Labour Act
- b) Copy of Registration certificate under Employees Provident Fund Act (challans to be attached)
- c) Copy of Registration under Employees State Insurance Act, (challans to be attached)
- d) Copy of latest Income tax clearance certificate and PAN Card
- e) Copy of Service Tax Registration with latest proof (challans to be attached)
- f) Copy of Registration under Sales Tax Act/VAT
- g) Copies of Balance Sheets for the past 3 years
- h) Copy of Work Experience certificate/Work Orders/Work completion certificate.

**Envelope 2 (Price Bid)** – The bid is to be submitted as per Annexure III.

**Envelope 3** - Containing above two envelopes of Technical & Price Bid, super scribed with Tender for "Office Up keep & House Keeping Services and to be addressed to AGM ( OSD) , General Insurance Corporation of India, 2<sup>nd</sup> Floor, “Suraksha”, 170, J. Tata Road, Churchgate, Mumbai 400 020. The covers shall be dropped in the tender box placed on the 2<sup>nd</sup> floor of “Suraksha” , Churchgate, Mumbai 400020 on or before 1.00p.m on 21/10/2016.

1. Each Bidder will be issued with one copy of Technical and Price Bid, which will contain General Terms & Conditions, Scope of Work, chemicals, materials, equipments to be used, etc. The Price Bid of a Bidder, who will satisfy all the eligibility criteria and other terms and conditions of Technical Bid, will only be opened or otherwise he will be disqualified/rejected as a participant for the said Bid.
2. The Corporation will not be responsible for any postal delay/loss/non receipt thereof. Bid received after the date & time specified above will be rejected. The bids shall be opened in the presence of the bidders who wish to be present on the same day at 3:30 pm at Suraksha, Churchgate, Mumbai.
3. Bidders shall note that only those Bids shall be considered whose EMD is attached. Bid received without prescribed EMD shall summarily be rejected.
4. The EMD of unsuccessful bidders shall be returned on non-acceptance of the Bid within three months from the last date fixed for receiving the Bid or such earlier time as decided by the Corporation. However, EMD of successful bidder whose tender has been accepted by the Corporation shall be retained towards Security Deposit. The successful bidder has to deposit additional amount of Security deposit of INR 1,00,000.00 (Rs. One Lac) (thus totalling to INR 2,00,000.00 (Rupees Two Lac)) within seven days (7 days) from the formal order. Security Deposit shall not bear any interest and such amount shall be forfeited in the event of any invasion, refusal or delay on the part of the successful bidder to sign and execute the agreement for commencement of contract.
5. The Bidders shall submit their offers strictly in accordance with the terms and conditions of the Bid document. Any Bidder that stipulates conditions contrary to the conditions given in the Bid document is liable for rejection.
6. The Tender/Price Bids are not transferable.
7. Time is the essence of the contract and the work must be started within 7 days from the date of issue of work order. Any Bidder who disagrees with the time schedule and stipulates a longer period is liable to be rejected.
8. **Attendance at pre-bid meeting is compulsory.** No access of premises will be made available for inspection other than during pre-bid meeting.
9. The Bid shall be signed by a person or person so authorized by the Bidder. In case, the Bidder is a Company, the officer so authorized by the Company shall sign the Bid with seal.
10. The Bid shall contain address, Tel. No. & e-mail id for serving notices required to be served to the Bidder in connection with the Bid.

11. The Bid Form and the documents attached to it shall not be detached and no alteration or mutilation (other than filling in all the blank spaces) shall be made in any of the documents attached hereto. Any alterations or changes to the entries in the attached documents shall be made by a separate covering letter otherwise it shall not be entertained.
12. Bidders are requested to visit the site and also carefully examine the Bid Documents, condition of contract, specifications, schedules and the frequency of work. In case there appears to be any ambiguity in or discrepancy between any of the document, Bidders should immediately refer the matter to the Corporation for clarification
13. The Corporation will not be responsible and will not pay for expenses, which may have been incurred, or losses to person or property suffered by any Bidder in connection with visits to inspect the site and in the preparation of Bid for submission.
14. The Bidder (whether he submits the Bid or not) shall treat the details of the document as secret and confidential and shall not share or part with third party without prior written consent of the Corporation.
15. The Corporation does not bind itself to accept the lowest or any Bid and has the right to accept or reject any Bid without assigning any reasons. The Corporation's decision in this regard will be final, conclusive and binding on the Bidders.
16. No conditions in addition to the conditions stipulated in the Bid document will be acceptable.
17. **INDEPENDENT EXTERNAL MONITORS (IEMS)** would review independently and objectively, whether and to what extent parties have complied with their obligations under the Integrity Pact. This project will be reviewed by following independent external monitors-
  1. Mr. B. Chakrabarti,
  2. Mr. NSRC Prasad

The successful bidder has to compulsorily sign an Integrity Pact if applicable, with GIC Re to be monitored by the aforesaid authorities. The said Integrity Pact can be downloaded from the following link

[http://gicofindia.com/index.php?option=com\\_phocadownload&view=category&download=45:integrity-pact&id=3:general-files&Itemid=460&lang=en](http://gicofindia.com/index.php?option=com_phocadownload&view=category&download=45:integrity-pact&id=3:general-files&Itemid=460&lang=en)

I/We have read the above terms & conditions.

Date:

Signature and seal of Bidder

## ANNEXURE I

### Scope of Work

The Corporation has provided high quality interiors and the Bidder should be experienced and have capability to maintain them. The scope of work would involve cleaning & wet mopping of floors, dusting of work stations, collecting and disposing of waste in municipal bins, cleaning of toilets & toilet fixtures, window glass (both from inside & outside), external cleaning of Atrium glass, entrance glass canopy, removal of stagnant water from terrace & canopies and external drainage cleaning, cleaning telephones, lifts, walls, stairs, carpets, sofas, chairs, pedestal fans, Venetian blinds, polishing of brass items, removing of cobwebs from ceilings, open terrace/terrace cleaning etc. The work also includes engaging the services of personnel for miscellaneous office works (i.e. like shifting of files, furniture, etc.), or any other service assigned to them from time to time by the Corporation.

Types of Services, Frequency of Service & Penalties for non-completion/unsatisfactory work, Equipments and Chemicals/Cleaning materials to be used are as under:-

#### **I. Types of Services and their Frequency:**

A	Works to be completed by 9.00 am on all working days (Except Saturday , Sunday and Corporation's Holidays):-			
Sr. No.	Type of service	Frequency of service	Method	Penalties for Non Completion/ Unsatisfactory work
1	Sweeping & wet mopping of all floors i.e. Ground, 1st to 6th Floor, upper & lower Basements including lift lobbies, workstation area, cabin enclosures, other working/office areas etc.	Daily Once	Manually/ Mechanized	Rs. 500/- per floor per day
2	Collecting of waste from the waste paper basket and storage at common place, at basement. Thereafter, segregation of waste & disposing off the same outside office premises as per MMRDA guidelines/rules.	Daily Once	Manually	Rs. 5,000/- per day



3	Dusting & wiping of all open work stations along with computers and their accessories like printers, monitors, keyboards, fax machine and photocopiers etc., telephone instrument, pedestal fans, cabins including desk chairs, tables, side-units, sofas & other furniture on the floors.	Daily Once	Manually using dry & wet cloth as per requirement	Rs. 500/- per floor per day
4	Glass cleaning in passages and corridors and of cabins from inside & outside	Daily Once	Manually using dry & wet cloth using spray liquid cologne.	Rs. 500/- per floor per day
5	Sweeping of both internal stairs (Ground to 6th Floor including terrace & ground, External Stairs, Drive way and Arcade and compound area around the office premises.	Daily Once	Manually/ Mechanized	Rs. 500/- per day
6	Cleaning of window glasses from inside all around the building on ground floor.	Daily Once	Manually using necessary tools and cleaning materials	Rs. 500/- per day
7	Sweeping & wet mopping of Atrium, Entrance Lobbies, Lift Lobbies on Ground Floors.	Daily Twice	Manually using necessary tools and cleaning materials	Rs. 500/- per day

### B. Miscellaneous Works

1	Providing services to carry out misc. works such as filing, shifting of materials from one floor to another, messenger service, etc. or any other assignment given by the Corporation.	As When Required	And the personnel deployed for cleaning activities.	Manually from the poll of personnel for	Rs. 1,000/- per day
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C	Work to be carried out daily at different intervals(Excluding Saturdays/ Sundays and Corporation Holidays)			
Sr. No	Type of service	Frequency of service	Method	Penalties for Non-Completion/ Unsatisfactory work
1	Cleaning of Pantry and Toilets along with toilet fixtures such as urinal, washbasins, W.C., mirror, lights, doors, dustbins, buckets, mugs in the toilet etc. Removing of cobwebs from ceilings, Scrubbing of all walls and floor in the toilet thoroughly in the morning and thereafter every hour a check should be maintained to keep the toilet clean and dry. Soap containers fitted in the toilets should be filled every day with Homacol/any branded liquid soap like Dettol, Lifebuoy etc.	Daily Thrice (before 9.00 AM, 12.30 PM & 3.30 PM ) In addition to above as and when instructed by Care Taker of Corporation	scrubbing /washing with appropriate cleaning material/machines, wet & dry wiping manually /mechanically with soap solution spray cologne	Rs. 200/- per service per toilet

2	Cleaning/Sweeping & Wet mopping all lift cars including Capsule Lifts (Floors & Walls), Lift lobbies, etc.	Daily Twice(before 9.30 AM,& 2.30 PM)	scrubbing /washing with appropriate cleaning material/machines, wet & dry wiping manually/ mechanically with soap solution spray cologne	Rs. 200/- per service per toilet
D	Work to be carried out on Periodical Basis			
<b>Sr.</b>	<b>Type of service</b>	<b>Frequency of service</b>	<b>Method</b>	<b>Penalties for Non-Completion / Unsatisfactory work</b>
1	Cleaning of sign boards, signage, nameplates etc.	Weekly Once	Manually/ Mechanically using appropriate shining material	Rs. 500/- per week
2	Polishing Brass items (loose & fixed) by using Brasso	Weekly Once	Manually/ Mechanically using appropriate shining material	Rs. 500/- per week
3	Cleaning, sweeping of terraces, Shaft areas and basement etc.	Weekly Once	Manually/ Mechanically as the circumstances may demand	Rs. 1000 per week

4	Scrubbing and washing of stairs & removing pan stains if any from the corners	Weekly Once	Manually/ Mechanically as the circumstances may demand	Rs. 1000 per week
5	Removing of cobwebs from the walls/ceiling etc. Daily check is to be maintained.	Fortnightly Once	Manually/ Mechanized as the circumstances may demand	Rs. 1000 per fortnight
6(a)	Shampoo Cleaning of all Carpets, Sofas, Chairs on 6th floor using standard quality of shampoo meant for shampooing	Quarterly or as desired by corporation	Manually/Mechanized vacuuming & shampooing	Rs. 2500 per month
6(b)	Cleaning of all carpets laid in executive cabins, passage, work station, Training Halls, etc using standard quality of shampoo meant for carpet shampooing			
6.(c)	Dry vacuum cleaning.	Fortnightly Once	Mechanized vacuuming	Rs. 2500 per fortnight
6.(d)	Shampoo cleaning	Quarterly Once	Mechanized vacuuming & shampooing	Rs. 2500 per Quarter
7	Scrubbing & cleaning of Atrium, Entrance Lobbies, Lift Lobbies on Ground floor	Monthly Once	Mechanized Cleaning	Rs. 1000 per month
8	Cleaning of Sofas and Executive Chairs in cabins and enclosures			
	Type of service	Frequency of service	Method	Penalties for Non Completion/ Unsatisfactory work
8.(a)	Dry vacuum cleaning.	Monthly Once	Mechanized vacuuming	Rs. 500/- per floor per month
8.(b)	Shampoo cleaning	Quarterly Once	Mechanized vacuuming & shampooing	Rs. 2500 per Quarter

9	Dusting, cleaning etc. of roller/Vertical blinds to keep them in working condition throughout the year	Monthly Once	Manually using dry & wet cloth & liquid detergent	Rs. 1000 per floor per month
10	Maintenance of Glass Windows and Façade			
	Type of service	Frequency of service	Method	Penalties for Non-Completion/Unsatisfactory work
10.(a)	Cleaning of Internal and External surface of Glasses and External Granite surface & Sills of all windows of 6th floors(Except External during Monsoon b/w June to September)	Monthly Once	Manually using necessary tools and cleaning materials. In addition safety belts and other security arrangements	Rs. 1500 per floor per month Rs. 750 per floor per month during monsoon
10.(b)	Cleaning of Internal and External surface of Glasses and External Granite & Sills of all windows of Ground to 5th floors(Except External during Monsoon b/w June to September)	Bi Monthly Once	Manually using necessary tools and cleaning materials. In addition safety belts and other security arrangements.	Rs. 2500 per floor per month Rs. 1000 per floor per month during monsoon
10.(c)	External cleaning of Atrium Skylights Glass, Entrance Glass Canopy, Glass Canopy to Basement ramp.	Fortnightly Once	Manually using necessary tools and cleaning materials. In addition safety belts and other security arrangements.	Rs. 1500 per fortnight

10.(d)	Atrium: - External cleaning of Atrium Façade glass (inside from Atrium) & Marble sills/planter box inside the Atrium area & ACP Panel etc.	Quarterly Once	Manually using scaffolding & necessary tools & cleaning materials. In addition safety belts & other security arrangements as required to carry out the work.	Rs. 2500 per quarterly
11	Cleaning of Glass/Italian Marble Façade, ACP PANELS, Capsule Lifts shaft	Bi Monthly Once	Manually using necessary tools and cleaning materials. In addition safety belts and other security arrangements.	Rs. 2500 per bimonthly
12	Removal of stagnant water from terrace and canopies and External drainage cleaning	As per Requirement	Manually/Mechanized cleaning	Amt. actually paid to any agency

**Note:**

i ) The bidder to keep minimum staff on Saturdays, Sundays and Corporation Holidays to carry out Housekeeping works at any of the floors as per requirement, which are part of daily routine works & no extra payment shall be made in this regard.

ii) The Bidder shall ensure quality work in planned and time bound manner. The standard of cleaning material, tools and tackles, machinery/equipment and deployment of manpower for carrying out housekeeping work shall be to the satisfaction of floor in charge or OSD Officials of Corporation supervising the work. Whenever the quality of the Housekeeping and Facility Management Services /maintenance rendered are below standard, the Corporation at its own discretion will impose penalties as mentioned in this TENDER documents and recover/adjust the amount from the monthly bill/Security Deposit.

**EQUIPMENTS TO BE USED**

<b>Sr. No.</b>	<b>Machine Type</b>	<b>Function</b>
1	Scrubber Driers-Heavy duty	Scrubbing, Drying of Floors at Passage, Reception area, Waiting area, Passage in wards etc.
2	Compact Scrubber Driers	Scrubbing, Drying of Floors at Offices, Cabins, meeting rooms, Toilet etc.
3	Single Disc Scrubber	Scrubbing of floors at Toilet, Lift Lobby, Heavy footfall area etc.
4	Hand Scrubbers	Dado Area, Skirting's, Unreachable corners and Staircases.
5	Wet and Dry Mop/Steel Scrubber	Scrubbing, Drying of Floors at Offices, Cabins, meeting rooms, Toilet etc. Heavy footfall area etc.
6	Dry Vacuum Cleaners	Dry Vacuuming at store, Consulting rooms, Reception desk, Window channels, Computers Telephone etc.
7	High Pressure Water Jet Machine	Toilet Cleaning for Urinals & Commodes
8	Steam Jet Cleaners	Cleaning & Disinfection of Wash Basins, Urinals & Commodes
9	Hand Gloves/Toilet Brush/	Toilet Cleaning for Urinals & Commodes
10	Glass/Yellow Duster, Rubber/Glass Wipers	Office items, Laminated Furniture, PC, Xerox machine/printer cleaning, Glass partitions etc.
11	Hand Scrubbers/Soft& Hard Brooms	Pantry cleaning, Dado Area, Skirting's, Unreachable corners and Staircases.

**List of Chemicals to be used for Facility Management Services**

A) M/s Johnson Diversy or Equivalent

<b>Sr.No .</b>	<b>Chemicals</b>	<b>Usage/Application</b>
1	R1	Bathroom Items
2	R2	Rooms, Office items, Laminated Furniture, PC, Marble, Granite Floors

3	R3	Glass Surfaces
4	R4 Shine Up	Wood Polish
5	Good Sense	Room freshener (spray)
6	R6	WC, Urinals
7	R9	Bathroom Cleaner (hard water)
8	TR 101	Carpet Shampoo
9	TR 103	Carpet deep cleaning
11	Complete	Kota, Vinyl, Mosaic tiles - Polish
12	Nobile	Marble floors Polishing
13	Spiral	Kota and Hard Floor
14	Shapback	Kota, Vynil, Mosaic tiles
15	Leverstar	Hard disinfectant before / after going into critical areas
16	Emerel	Restorative Product for fixtures

**B) M/s ECO Lab – Henkel or Equivalent**

<b>Sr.No .</b>	<b>Chemicals</b>	<b>Usage/Application</b>
1	OC Bathroom Cleaner	Bathroom fittings and fixtures
2	OC Glass Cleaner	Glass Cleaner
3	OC Air Fresh	Air Freshener
4	OC Neutral Cleaner	Neutral Cleaner
5	Sigla	Floor mopping and scrubbing
6	Nettoklar	Marble crystallization
7	Bendueol	Floor stripping
8	Polli	Regular buffing of granite



9	Sapur Dud	For carpet cleaning
10	Sapur A & P	Carpet spotting
11	Helios	Stainless steel/chrome shining
12	Homocol	Hand soap
13	Opti	Wooden furniture polish
14	Urinal Screen Dodizer	Gents Urinal pots

**Terms and Conditions :**

1. The Successful Bidder shall attend to all emergency calls relating to assigned works promptly and in time bound manner. The cleaning will have to be done as per frequency mentioned in scope of work. If required, the cleaning will have to be done more frequently for proper House Keeping and Facility Management Services on the instruction of the officer in charge/Care Taker of Corporation for which no extra payment shall be paid.
2. The Successful Bidder will have to work in close coordination with the Corporation's Officials working in various Departments related to House Keeping & Facility Management Services and they (Corporation's Official) may modify working schedule/time as per the convenience of the Corporation, if required. No extra claim whatsoever on this account shall be entertained.
3. The date of commencement shall be the date on which work is actually taken up at site after physical procurement of all machines/ equipments and material at site immediately on commencement of work.
4. The area of buildings will be 1,12,000 Square feet of Built Up Area (10,405 Square meter). Bidder has to visit the site and assess manpower, material, equipment, machinery, etc. strictly as per requirement of site irrespective of the area on the day of pre-bid meeting indicated. Any dispute in the area/s stated will not be entertained.
5. The Successful Bidder shall have to arrange the required cleaning equipment/ machines/ chemicals etc. for House Keeping & Facility Management Services at site within 7 days from the date of receipt of written letter of intent/work order from the Corporation. All materials/ chemicals brought to the site shall be protected suitably to avoid any damage during transportation, loading/unloading, weather conditions etc.
6. The Successful Bidder will have to bring cleaning materials, chemicals and equipment, required for cleaning in advance for each month at his own cost at the site and keep it in their safe custody. The chemical /material to be used must be eco-friendly & biodegradable manufactured by

reputed firms as indicated in the tender above. In case, it is observed the cleaning material used is of inferior quality or insufficient in quantity, the Corporation shall reserve the right to purchase the same itself and deduct the cost thereof out of the monthly bill payable to the Successful Bidder.

7. The Successful Bidder shall arrange for collection and removal of garbage from the bins in the premises, pantries & the surrounding area outside the office buildings. The same shall be segregated & disposed of as per MMRDA guidelines/rules at their own cost and shall not be stacked/ dumped even temporarily within the building or the surrounding premises. The Successful Bidder shall store the cleaning material and equipments in proper organized manner at site after the execution of work.

8. The Successful Bidder shall be responsible for the safety and security of all the internal items such as furniture, equipment, fixtures etc. The Corporation will recover the cost of any damage to the Corporation's property from Successful Bidder's Security Deposit.

9. The Housekeeping supervisor shall maintain daily log sheets for the work and produce the same along with the bills every month while claiming the payment for the contract.

10. The rate quoted per month is inclusive of all the types of services and their frequencies (i.e. irrespective of types of services and their frequencies which may be daily/monthly/Quarterly/etc.). No separate payment will be made for any type of the services and frequencies indicated in scope of work i.e. Carpet Cleaning, Window glass cleaning, cleaning of driveway and parking outside the premises, etc. Successful Bidder has taken into account of all these services while quoting his rates.

#### 11. Successful Bidder's Employees

For the purpose of this Housekeeping and Facility Management Services contract, the Successful Bidder shall deploy sufficient personnel for all types of services for an approximate 1,12,000 Sq. ft. of Built Up Area (10,405 Sq. meter) to carry out the works strictly as per stipulated frequency/time mentioned in the scope of work earlier.

#### The minimum number of the Deployment of unskilled labour is as follows :

Place	Number of Unskilled labour required
Oriental House	1 Male & 1 female Total (2) nos
Ador House (1st & 2nd Floor)	1 Male & 1 female Total (2) nos
Suraksha 6th floor	1 Male & 1 female Total (2) nos
Surkasha 5th floor	1 Male & 1 female Total (2) nos
Surkasha 4th floor	1 Male & 1 female Total (2) nos

Surkasha 3rd floor	1 Male & 1 female Total (2) nos
Surkasha 2nd floor	1 Male & 1 female Total (2) nos
Surkasha 1st floor	1 Male & 1 female Total (2) nos
Surkasha Gr. floor	1 Male & 1 female Total (2) nos
<b>Total No. Unskilled labour</b>	<b>18 nos.</b>

In addition, two (2) supervisors of relevant work experience in Housekeeping are to be appointed as overall in-charge of the premises. They shall co-ordinate and report to the concern officer in-charge of the Corporation. Both supervisors shall be available in office premises at Suraksha all times from the time of commencement of work i.e. 7.30 am till 6.30p.m.

### **Other Terms & Conditions**

(i) In addition, two (2) supervisors of relevant work experience in Housekeeping are to be appointed as overall in-charge of the premises. They shall co-ordinate and report to the concern officer in-charge of the Corporation. Both supervisors shall be available in office premises at Suraksha all times from the time of commencement of work i.e. 7.30 am till 6.30p.m.

(ii) The personnel deployed shall be of good health and moral character, well behaved, obedient, experienced and skillful in their tasks. The Successful Bidder should provide necessary uniform to their Housekeeping and Facility Management Services staff at their own cost. The cost of Identity Cards to the staff shall also be borne by the Successful Bidder. The personnel employed by the Successful Bidder shall compulsorily wear uniform while on duty and shall always carry his / her Identity Cards.

(iii) The Successful Bidder shall be responsible for the payment of wages / dues to its employees. All liabilities arising out of violation of any local and Central Laws shall be the responsibility of the Successful Bidder without encroaching upon the rights and liabilities upon the Corporation in any manner.

(iv) The Successful Bidder shall furnish a detailed duty chart of the employees to be employed by him for various works enumerated in the scope of work and the same shall be approved by Corporation at the beginning contract and shall maintain the same for every month thereafter. The Successful Bidder shall not make any changes in duty chart without prior permission from the Corporation during course of contract. If the works are not completed as per schedule deductions/penalties will be levied as indicated in scope of work.

(v) The workmen of the Successful Bidder should be conversant in Local Language/Hindi. The Supervisor of the Successful Bidder shall have full control over the employees engaged by the Successful Bidder. It shall be his duty to give necessary guidance and directions to the workmen to carry out the jobs assigned to them effectively. The Successful Bidder should rotate their staff at least once in six months with equally trained and experienced people.

(vi) The Successful Bidder should take all precautionary measures to ensure the safety of the workmen employed by him and the Corporation shall not be responsible in case of any eventuality.

(vii) Depending upon the exigencies and the requirements of the Corporation the working hours and days of the workmen engaged by the Successful Bidder will be suitably adjusted. In case of absenteeism on day by the personnel engaged, the Corporation reserves the right to deploy any other person to get the work done. The amount to be deducted as penalty under such event for non-completion of each/frequency of service are given above in the scope of work.

(viii) The work shall be carried out in the manner complying in all respects with the requirements of relevant byelaws of the local body under the jurisdiction of which the work is to be executed or as directed by the Corporation In-charge and nothing extra shall be paid on this account.

(ix) The Corporation reserves the right to reject any particular workmen/staff placed/employed under the contract with the Corporation without assigning any reason. In case Successful Bidder fails to take action against the defaulter, the Corporation reserves the right to take suitable/legal action against the Successful Bidder and the workmen staff concerned.

(x) As the agreement entered with Successful Bidder is service agreement the Successful Bidder shall at all times indemnify the Corporation against all claims which may be made under the Workmen's Compensation Act or rules there under or under any law or rules of compensation payable under any consequences.

(xi) Successful Bidder shall be solely responsible for accommodation, remuneration, omissions / commissions of personnel deployed at the Corporation's Office.

(xii) In case theft of any material takes place from the office on account of the negligence on the part of the personnel deployed by the Successful Bidder. Amount for loss/theft will be recovered from the Successful Bidder while settling the bill.

(xiii) Permanent addresses of all staff members along with references about their conduct from two persons residing in his/her area of living shall be produced by the Successful Bidder to the Corporation, before deployment so as to enable the Corporation to locate them as and when required.

(xiv) The Successful Bidder shall conduct his work so as not to interfere with or hinder with the operations of the Corporation and shall perform his duties to the complete satisfaction of Officer-In-charge of the Corporation. Utmost care shall be taken to keep the noise level to the minimum so that no disturbance as far as possible is caused to the people nearby.

(xv) There shall be no escalation in cost during the period of the contract.

## **12. Safety Measures**

As the job of cleaning of window Glass Panes & Sealing of Windows Atrium skylight Glass Panel, ACP, Entrance Glass Canopy etc. externally, the Successful Bidder should make adequate safety arrangements including safety belts, ropes and helmets etc. for the person working on site. The Successful Bidder and his staff shall not cause disturbance to the customer/staff of the Corporation as well as personnel in locations referred in the Tender Document.

### **13. Successful Bidders Responsibility-Licenses and Registrations**

(i) The Successful Bidder should possess the requisite license under Contract Labour (R&A) Act issued by the Central Labour Commissioner for running the establishment at its own cost. The Corporation shall not be responsible in any way for any breach by the Successful Bidder of the rules and regulations governing the running of such establishments. The Successful Bidder shall register with the Registrar of concerned Central Labour Commissioner, Government of India (Ministry of Labour). Successful Bidder shall follow all rules and regulations and other Statutory Acts/Regulations relevant to this contract including Works Contract Act, Minimum Wages Act, Provident Fund Act, ESIC etc. Successful Bidder shall indemnify the Corporation as principal employer against risks and damages arising out of the default on the part of Bidder due to negligence or non-compliance of any of the aforesaid rules, regulations etc. laid down by the Government of India/Government of Maharashtra and other Statutory authorities from time to time. In case of fresh notification issued by the Government relating to Section 10 of CL(R&A) 1970, the contract would be discontinued forthwith and no compensation will be payable to the Successful Bidder.

(ii) The Successful Bidder must comply with all the legal direction and orders of the central /local / public authority or municipality and abide by their rules and regulations and pay all fees and charges for which they may be liable.

(iii) Successful Bidder shall, without fail, cover all the men deployed by him on this work with all risk policy, workmen compensation insurance and comprehensive third party insurance etc. Such insurance policies shall be in joint names of the Corporation the Successful Bidder and copy of the same will have to be submitted to the Corporation before taking up the work. The Successful Bidder shall arrange and pay for the policy under the Public Liability Insurance Act, 1991. The Successful Bidder shall obtain adequate Insurance Policy in respect of his workmen engaged for the service toward meeting the liability of compensation arising out of death, injury/ disablement at work etc. and shall regularly and punctually pay each and every premium as and when the same shall become due during the currency of these presents. Besides, the Successful Bidder shall comply with all relevant labour laws as applicable to the area as existing or as may be mentioned during the contract period and shall indemnify the Corporation against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which the Corporation may be party or involved as a result of the Successful Bidders failure to comply the obligations under the relevant act/ law which the Successful Bidder is to follow.

(iv) The payment to the workers engaged by the Successful Bidder should be in conformity with the provisions of the Minimum Wages Act as per norms laid down by Central Labour Commissioner (Ministry Of Labour, Government of India) and paid at the frequency laid under the law. The payments should be effected on monthly basis.

(v) It may be noted by the Successful Bidder and brought to the notice of his workmen that this is purely a contract work and the workmen /employees, employed by him are carrying out an annual contract and it does not entail them to seek employment / job opportunity for him or his workers in the Corporation at any point of time.

**14. Storage place:**

(i) The Successful Bidder shall be given a suitable place during the contract period for storing the material required to provide the service to the Corporation as per the contract. The place so provided should be used only for the performance of the duties under the contract and not for any other purpose and only for the period till the contract is in force. The place should be vacated at once when the Contract is terminated / ended. Storage of materials at site would be at Successful Bidder's risk.

(ii) Nothing herein contained shall be construed to create any tenancy in Successful Bidder's favour of the Premises at the Corporation Offices and other service areas at the Corporation. On termination of this Housekeeping and Facility Management Services contract, Corporation can re-enter and retake possession of the Premises serviced by the Successful Bidder under this contract

The Successful Bidder shall not assign or transfer howsoever the benefit or burden of the Housekeeping and Facility Management Services contract to any person or concern. Workers/ labourers / Housekeeping and Facility Management Services.

**15. Delay in the successful Bidder's performance:** Performance of the Contract shall be made by the successful Bidder strictly in accordance with the time schedule specified by the Corporation. Time is the essence of Contract. Any delay by the successful Bidder in the performance of its contractual obligations, which the Corporation in its sole discretion may adjudge, shall render the successful Bidder liable to any or all the following sanctions:

- i. Forfeiture of its EMD/Security Deposit/performance guarantee/performance security
- ii. Imposition of liquidated damages/penalty, and/or
- iii. Termination of the Contract for default

If, at any time during performance of the Contract, the successful Bidder encounter conditions impeding timely completion of the service(s) under the Contract and performance of service(s), the successful Bidder shall promptly notify the Corporation in writing of the fact of the delay, its likely duration and its causes. As soon as practicable after receipt of the successful Bidder notice, the Corporation shall evaluate the situation and may at its sole discretion extend the successful Bidder time for performance, in which case, the extension shall be ratified by the Parties by amendment of the Contract.

**16. Standard of Performance**

The successful Bidder shall perform the service(s) and carry out its obligations under the Contract/ this Tender with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in industry and with professional engineering standards recognized by the international professional bodies. The successful Bidder shall safeguard Corporation's legitimate interests in any dealing with third parties.

17. The Service(s) of the successful Bidder herein shall not be construed as any agency of Corporation and there shall be no principal agency relationship between Corporation and the successful Bidder in this regard.

**18. Representations and Warranties:**

In order to induce the Corporation to enter into the Contract, the Successful Bidder hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

a) That the Successful Bidder is an individual/ sole proprietorship firm/ partnership firm/company which has the requisite qualifications, skills, experience and expertise in providing the service(s), the technical know-how and the financial wherewithal, the power and the authority to enter into the Contract and provide the service(s) sought by the Corporation.

b) That the Successful Bidder is not involved in any major litigation and no litigation or investigation is threatened against the Successful Bidder. That the existing or threatened litigations or investigations do not have an impact of affecting or compromising the performance and delivery of service(s) under the Contract.

c) That the representations made by the Successful Bidder in its Bid are and shall continue to remain true and fulfil all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the Contract and this Tender and unless the Corporation specifies to the contrary, the Successful Bidder shall be bound by all the terms of the Bid. The Successful Bidder has not suppressed any information, which is within the knowledge of the Successful Bidder.

d) That the Successful Bidder meets the requisite eligibility criteria as set out hereinabove and has the requisite professional skills, personnel and resources/authorizations that are necessary for providing / rendering all such service(s) as are necessary to perform its obligations under the Bid and this Contract.



## **19. Termination of the Contract**

(i) The Corporation may terminate the contract by issuing one months' notice to the Successful Bidder without showing any reason whatsoever. In the event of instances of unsatisfactory service, gross misbehavior, theft, burglary, moral turpitude, misuse of the Corporation's premises etc. by the Successful Bidder or by any staff of the Successful Bidder, the Corporation may forthwith/instantly terminate this contract without any previous notice or showing any reason whatsoever to the Successful Bidder and the Successful Bidder shall have no claim whatsoever against the Corporation or any of its Officers in consequence of such termination. The Security Deposit kept with Corporation will automatically stands forfeited under such circumstances without any further correspondence/intimation in the matter.

(ii) On the termination of the contract, the Successful Bidder & its employees/workmen shall peacefully vacate the premises and handover to the Corporation all articles, equipment, furniture and other fixtures belonging to the Corporation and other material entrusted in its custody and shall remove all its stores and effects immediately. In case of default the Corporation shall be entitled to enter into and take possession of the Corporation's Premises block and lock up the same or remove its stores or their effects wherever lying and to dispose of the same by sale or otherwise without being liable for any damage. Failure to exercise the Corporation's rights, any omission on the part of the Corporation at any time to exercise any of its rights under the terms of the Housekeeping and Facility Management Services contract shall in no way impair or effect to the validity of the terms and the rights of the Corporation to enforce its rights at any time subsequently.

(iii) Consequences of Termination:

a. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], Corporation shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the successful Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor of successful Bidder to take over the obligations of the erstwhile successful Bidder in relation to the execution/continued execution of the scope of the Contract.

b. In the event of termination of the Contract due to efflux of time where the term is not extended by Corporation, the successful Bidder shall be obliged to provide all such assistance to the next successor Successful Bidder or any other person as may be required and as Corporation may specify including training, where the successor(s) is a representative/personnel of Corporation, to enable the successor to provide adequately the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.

c. Where the termination of the Contract is prior to its stipulated term on account of a default on the part of the successful Bidder or due to the fact that the survival of the successful Bidder as an independent corporate entity is threatened/has ceased, Corporation shall pay the successful Bidder for that part of the Service(s) which have been authorized by Corporation and satisfactorily performed by the successful Bidder up to the date of termination. Without prejudice to any other rights, Corporation may retain such amounts from the payment due and payable by Corporation to the successful Bidder as may be required to offset any losses caused to Corporation as a result of any act/omissions of the successful Bidder. In case of any loss or damage due to default on the part of the successful Bidder in performing service(s) or any failure to perform any of its obligations under the Contract, the successful Bidder shall compensate Corporation for any such loss, damages or other costs, incurred by Corporation. Additionally, the sub Bidder (if any) other members of its team shall continue to perform all its obligations and responsibilities under the Contract in an identical manner as were being performed hitherto before in order to execute an effective transition and to maintain business continuity. All permitted third parties shall continue to perform all / any functions as stipulated by Corporation and as may be proper and necessary to execute the Service(s) under the Contract in terms of the successful Bidders bid and the Contract.

d. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

e. In the event of termination of this Contract for any reason whatsoever, Corporation shall have the right to publicize such termination to caution the customers/public from dealing with the successful Bidder.

## **20. Settlement of Bills**

a. The Corporation will enter into service agreement with the successful bidder and release monthly payment to the vendor after completion of Housekeeping and Facility Management Services work satisfactorily.

b. The Housekeeping and Facility Management Services supervisor shall maintain daily log sheets/periodical log sheets as per scope of work & frequencies and produce the same along with the bills every month while claiming the payment for the contract.

c. The Successful Bidder shall submit the bills for every month separately for the previous month. While making such payment the Corporation shall make the following deductions.

i. Income-tax or any other tax deduction at source as per the Government rules.

ii. The amount equivalent to any damages/loss etc. caused to the Corporation by the workmen/employees of the Successful Bidder.

iii. Any other charges, penalties and other deduction etc. indicated in scope of work.

The Corporation reserves right to correct arithmetical errors or other errors in the matter in which the Corporation consider suitable and deem fit. This adjustment shall be acceptable to and binding upon the Successful Bidder.

## **21. Security Deposit**

EMD of successful bidder whose tender has been accepted by the Corporation shall be retained as Security Deposit. The successful bidder has to deposit additional amount of Security deposit of INR 1,00,000.00 (Rs. One Lac only ) thus totaling to INR 2,00,000.00 (Rupees Two Lac) only within seven days (7 days) from the formal order. Deposit shall not bear any interest and such amount shall be forfeited in the event of any invasion, refusal or delay on the part of the Successful Bidder to sign and execute the agreement for commencement of contract in case their Bid is accepted. The Security Deposit collected by Corporation shall not carry any interest. Also, in case of damage or loss to any article or equipment of furniture and fixture on account of negligence other than normal wear and tear or loss incurred by the Corporation by any other reason, the Corporation shall recover the reasonable amount out of the security deposit to recover the loss sustained.

## **22. "NO CLAIM" Certificate**

The successful Bidder shall not be entitled to make any claim, whatsoever, against the Corporation, under or by virtue of or arising out of, the Contract, nor shall the Corporation entertain or consider any such claim, if made by the successful Bidder after he has signed a "No Claim Certificate" in favour of the Corporation in such forms as shall be required by the Corporation after the delivery/performance of service(s) are finally accepted.

## **23. ARBITRATION**

In the event of any question, dispute or difference arising under this agreement or in connection there-with whether before or after the determination, abandonment or breach of the Contract except as to matter the decision of which is specifically provided under this Contract , which cannot be settled amicably by negotiation, the same shall be referred to sole arbitration of the GM, Office Services Department of General Insurance Corporation of India, Mumbai by either party within 15 days of the failure of negotiation. In case his designation is changed or his office is abolished, then in such case to the sole arbitration of the officer for the time being entrusted whether in addition to the functions of the GM, OSD of General Insurance Corporation of India, Mumbai or by whatever designation such officers may be called (hereinafter referred to as the said officer) and if the GM or the said officer is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by GM or the said Officer.

a. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. There will be no objection to any such appointment that the Arbitrator is Government Servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as Government

servant he has expressed views on all or any of the matter under dispute. The award of the Arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reasons whatsoever such GM or the said Officer shall appoint another to act as arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

b. The arbitrator may from time to time with the consent of parties enlarge the time for making and publishing the award. Subject to aforesaid, arbitration and Conciliation Act, 1996 and the Rules made there under, any modification thereof from the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

c. The venue of the arbitration proceeding shall be the office of the GM, OSD of General Insurance Corporation of India, Mumbai or such other places as the arbitrator may decide.

d. The Bidder shall not be entitled to suspend providing Housekeeping services pending resolution of any disputes and shall continue to render the same notwithstanding the existence of any dispute between the Supplier and the Corporation or the subsistence of any arbitration or other proceedings.

#### **24. Governing Law**

The Contract and any non-contractual obligations arising out of or in connection with the Contract shall be governed by the laws of Republic of India.

#### **25. Jurisdiction of Courts**

The courts at Mumbai shall have exclusive jurisdiction to determine any proceeding in relation to this Contract/tender.

**ANNEXURE-II****TECHNICAL BID**

Tender for Office Up keeping & Housekeeping Services in General Insurance Corporation of India, Mumbai

Sr. No	Information regarding	Details to be furnished by the Bidder
1	Name & Address of the firm & email id of the Authorised person	
2	PAN No.	
3	Type of organization & year of incorporation.	
4	Correspondence address with contact person, name, telephone number, mobile number, E-mail etc.	
5	Name & details of Directors/Partners/ Proprietor	
6	Company Profile with year of establishment	
7	Details of offices	
8	Whether registered with Registrar of Companies, if so, number & date	
9	Registration with tax authorities (with copies of 3 years IT Returns)  1. Income Tax No.	
10	Names of the Contact persons with address	1. 2. 3.
11	Details of Solvency Certificate submitted	

12	<p>Turnover of the company. Please provide the details for the last 3 years ending March 31, 2016.</p> <p>(Certified copies of audited Balance Sheet and profit &amp; loss account statement to be enclosed )</p> <p>2015-2016</p> <p>2014-2015</p> <p>2013-2014</p>	
13	<p>Details of the works executed by the firm during last 3 Financial years (only those works to be mentioned which qualify the eligibility criteria)</p> <p>Copies of satisfactory work experience obtained from the employers to be enclosed</p>	Annexure II to be filled up
14	Registration with Government /Public Sector Undertakings/ Corporations	Annexure III to be filled up
15	Organizational set up and trained man power available	Annexure IV to be filled up
16	Details of litigation / arbitration cases resulting from the contracts executed by your firm in the past or currently under execution	Annexure V to be filled up

Signature of bidder

Date

Name &amp; Designation of Authorised Signatory

Seal of the firm

Place :

**ANNEXURE-A****LIST OF HOUSE KEEPING SERVICES CONTRACTS EXECUTED DURING LAST 3 YEARS**

One(1) work order for Annual Maintenance Contract of building having minimum BUA of 1,00,000 Sq.Ft OR

Two(2) work orders for Annual Maintenance Contract of buildings each having minimum BUA of 70,000 Sq.ft Or Three(3) work orders for Annual Maintenance Contract of buildings each having minimum BUA of 60,000 Sq.ft.

Sr. No.	Name of the Client	Supervising Authority under whom work was carried out (Name & Designation)	Work order Ref.No. & date (enclose copies)	Contract period	Contract value (Rs. in Cr.)	Copy of work order enclosed? (Yes/No)	Remarks

**ANNEXURE-B**

Registration with Government /Public Sector Undertakings/ Corporations for Carrying out Facility Management Services i.e. Central Labour Commissioner License, PF, ESI, etc.

Sr.No.	Name	Nature of work	Value of work	Name of the Registration authority and Date of registration

**ANNEXURE-C**

Organizational set up and trained man power available

Sr.No.	Name	Qualification	Experience	Works done	Employed with your firm since	Any other information

**ANNEXURE-D**

Details of litigation / arbitration cases resulting from the contracts executed by your firm in the past or currently under execution

Year	Award for/ applicant	against	Name of Client	Cause of litigation	Disputed amount	Actual awarded amount

**DECLARATION:**

1. All the above information furnished by me /us here above is correct to the best of my knowledge and belief.
2. I/we have no objection if enquiries are made about the work listed by me /us as above/in the annexures.
3. I/We agree that the decision of Corporation in selection of the Contractors will be final and binding on me/us.
4. I/We have read the instructions appended to the pro forma and I/We understand that if any false information is detected at a later date, the empanelment/award of contract shall be cancelled at the discretion of the Corporation.
5. I/We agree to sign Integrity Pact, if applicable, as referred under point no. 17 in INSTRUCTIONS TO BIDDERS.

**Date****Signature of the Bidder****Place****Name and designation Seal of the firm**



**ANNEXURE III****FINANCIAL BID**

Tender for Office Up keeping & Housekeeping Services in General Insurance Corporation of India, Mumbai

1. Name & Address of Tendering Company/ Firm / Agency

Total Charges

Sr No	Description of work	Amount per month(Rs.)	Taxes per month (Rs.)	Total Amount per month (Rs.) including taxes	Total amount per annum (Rs) (All inclusive )
		a	b	c=a+b	d=c X 12
1	House Keeping and Facility Management services for Corporation's Head Office as per scope of work given in Technical Bid of Tender for fixed carpet area of 1,12,000 Sq. Ft. of BUA [10,405 Sq. Meter Area].				

I/We have carefully studied tender document and places required to be served. We have also understood the scope of work, services to be provided, materials, chemicals etc. indicated in the tender. Rates quoted will be for a fixed area of 1,12,000 square feet of BUA(10,405 sq. Meter Area) and will not be subject to joint measurement for any claim for variation. The above rates are quoted considering the Minimum Wages payable to personnel as per Central Labour Wages Act and increase in wages during the contract period. The rates quoted are all inclusive of aforesaid minimum wages, all types of services and their frequencies indicated in scope of work of technical bid, cost of Chemicals/Cleaning materials, Equipments, VAT, Service tax, Education Cess and any other applicable taxes for the contract.

Date -----

Signature & Seal of the Bidder

Place-----

Name: -----

## **General Terms and Conditions For Price Bid**

1. The Bids with correction and or overwriting, if not authenticated, will be liable for rejection.
2. The Price Bid amount is to be inserted in words as well as in figures in the space provided and in case of discrepancies between prices written in words and prices written in figures, the prices written in the words shall be considered to be correct.
3. For the purpose of this Housekeeping and Facility Management Services contract, the Bidder shall deploy sufficient personnel for all types of services for an approximate area of 1,12,000 Sq. Ft. of Built Up Area(10,405 Sq. Meter Area) mentioned in scope of work for carrying out the works strictly as per stipulated frequency/time. Bidder has to visit the site and assess manpower, material, equipment, machinery, etc. strictly as per requirement of site irrespective of the area indicated or any variation thereof. Any dispute in the area/s stated will not be entertained.
4. The rate quoted per month is inclusive of all the types of services and their frequencies (i.e. irrespective of types of services and their frequencies which may be Daily/Monthly/Quarterly/etc.). No separate payment will be made for any type of the services and frequencies indicated in scope of work i.e. Carpet Cleaning, Window glass cleaning, cleaning of driveway and parking outside the premises, etc. Bidder has taken into account of all these services while quoting his rates.
5. The Bidders shall submit their offers strictly in accordance with the terms & conditions of the Bid document. Any Bidder that stipulates conditions contrary to the conditions given in the Bid document is liable for rejection.
6. The rates quoted shall also be inclusive of minimum wage payable to the labour as per Central Labour Minimum Wage Act, uniform for the labour, tools and tackles, chemicals and materials required for cleaning, Excise duty, service tax, VAT charges, Any other applicable tax as per statute, Transportation, Loading/Unloading of materials, Insurance premium covering any risk to labour etc.
7. Non-conformities between the figures and words of the Quoted Prices :-

Sometimes non-conformities/errors are also observed between the quoted prices in figures and that in words. The same is to be taken care of as indicated below:

If, in the price structure quoted for there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price will stand corrected accordingly, unless in the opinion of the GIC Re there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price will stand corrected accordingly.

If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected accordingly.

If there is a discrepancy between words and figures the total in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.

The decision taken by GIC Re will be final and it will be binding on the Bidder.

8. The rates quoted in the Bid shall be inclusive of all Labour, material, equipment. The Taxes and duties such as Sales Tax, Surcharge on Sales Tax, Excise Duty, Service Tax, Octroi, Turn Over Tax and Work Contract Tax and also delivery VAT or any other taxes applicable should be shown separately. The loading and unloading charges if any shall also be included in the quoted rates. Further rates shall be inclusive of labour charges, uniform for labour, tools and materials required for cleaning, transportation, scaffolding, insurance premium covering any risk to labour etc.

9. The period of contract is for ONE (1) year and can be renewed subject to satisfactory performance. The contract can be renewed after expiry of one year with mutual understanding. The Corporation may consider increase in the rates/amount of the contract upto maximum of 10% of the bid amount.

10. Bidders shall complete the Price Bid form and shall initial each page of the document.

11. Time is the essence of the contract and the works must be started within 7 days from the date of issue of work order. Any Bidder who disagrees with the time schedule and stipulates a longer period is liable to be rejected.

12. Before quoting the rates, Bidders are requested to visit and examine the site carefully where the Housekeeping and Facility Management Services has to be carried out. They should also carefully examine the Bid Documents, Conditions of Contract and Specification in regard to scope of work, schedules and the frequency of work, chemical /material to be used. In case there should be or appear to be any ambiguity in or discrepancy between any of the document, they should immediately refer the matter to the Corporation for clarification.

13. Access to inspect the site will be given with prior appointment up to one day prior to the last date of submission of the tender.

12. The Price Bid is not transferable.

14. The Corporation reserves the right to adjust arithmetical or other errors in any Bid in the way that it considers suitable. Any adjustments so made by the Corporation shall be stated to the Bidder.

15. The Corporation does not bind itself to accept the lowest or any Bid and has the right to accept or reject any Bid without assigning any reason. The Corporation's decision in this regard will be final, conclusive and binding on the Bidders.

16. The payment to the workers engaged by the Successful Bidder should be in conformity with the provisions of the Minimum Wages Act as per norms laid down by Central Labour Commissioner

(Ministry Of Labour, Government Of India) and paid at the frequency laid under the law. The payments should be effected on monthly basis.

17. Any billing linked to GIC Re's assets and/or Revenue will disqualify bidder.

**Date**

**Signature & Seal of the Bidder**

**Place**

**Name of the Proprietor**