

**O/O THE DIRECTOR GENERAL OF AUDIT**

**(Home, Education & Skill Development),**

**IP ESTATE, NEW DELHI-110002**

**Telephone: 011-23454100 Fax: 011-23702271**

**Email: dgahesd@cag.gov.in**

**No. GD/6-7/Outsourcing/2021-22/317**

**Dated: 28.09.2021**

**TENDER NOTICE FOR PROVIDING SKILLED, SEMI-SKILLED/UN-SKILLED  
MAN POWER FOR SAFAIWALA, MTS, CANTEEN STAFF, GUEST HOUSE AND  
CRECHE RELATED WORKS AT DGACR BUILDING, NEW DELHI-110002**

Sealed Tenders are invited under two bid system (1) Technical Bid and (2) Financial Bid from experienced and eligible Contractors on Annual Contract basis.

<b>Nature of work and location</b>	<b>Tender Approximate Value in Rs.</b>	<b>Tender for the Period</b>	<b>Last date &amp; time of submission of bid</b>
Housekeeping and Other Services for the O/o DGA (HE&SD), New Delhi	₹3,20,00,000/-	01.12.2021 to 30.11.2023	21 <sup>st</sup> October, 2021 (up to 05.00 PM)

**Terms & Conditions:-**

1. The Tender enquiry documents will be available on official websites <https://cag.gov.in/cen/new-delhi-iii/en> and <http://eprocure.gov.in/eprocure/app> from 1<sup>st</sup> October 2021. Any clarification and/or due date of extension or corrigendum/addendum shall be issued on e-tendering website only and shall not be issued in print media.
2. The interested contractors may submit the tenders online at "<http://eprocure.gov.in/eprocure/app>" in two bid system (i.e. Part I: Technical Bid and Part II: Financial Bid) in the prescribed proforma. Tenders are to be submitted only online through e-procurement portal i.e. "<http://eprocure.gov.in/eprocure/app>". All the documents in support of eligibility criteria etc. are to be scanned and uploaded along with the Tender Documents. Tenders sent by any other mode will not be accepted.
3. The Technical Bid shall be opened online on the Scheduled date and time i.e. 22<sup>nd</sup> October 2021 at 11.00 AM.
4. The Financial Bid shall be opened online accordingly within one week from the date of completion of evaluation of Technical Bid by the committee. On the Scheduled date and time i.e. 01<sup>st</sup> November 2021 at 11.00 AM.
5. The contract may be extended up to 2 years in two stretches of 01 year each on mutual consent between this office and the bidder.
6. No bidding firm will be allowed to withdraw their bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids, the bidder will be debarred for one year.



7. Any tender with conditions other than those specified in the documents is liable to be summarily rejected. No modification by the contractor in any of the conditions will be permitted after the tender is opened.
8. The bidder must add whatever cost is required only in service charge; apart from service charge quoted in financial bid, the contractor will not be entitled to any payment, whatsoever, in the form of Registration fees, Entry fees, Uniform/I card fees etc. If any such attempts come to the notice, the contract would be cancelled and the contractor would be debarred from future tendering.
9. Duly constituted committee shall first open and evaluate Technical Bids. Price Bids of only those bidders shall be opened whose technical bids are found to be in order as per terms and conditions of the tender. Intimation to this effect shall be separately sent to the bidders whose bids are found technically acceptable.
10. Mere becoming the lowest bidder, prior to financial bid scrutiny will not give any right to the lowest bidder to claim that he is successful in the bidding process.
11. The bidders, who quote unrealistic rate of service charges i.e. 0%, shall be debarred for further consideration. If the bidders quote percentage in decimal points, then up to two decimal points only be considered without rounding off.
12. The following shall be the minimum eligibility criteria for Technical Bid:-
  - A. Registration: - The Bidder should be registered with the Income Tax, Goods and Service Tax and also registered under the labor laws, Employees Provident Fund Organization, Employees State Insurance Corporation.
  - B. Clearance: The Bidder should also have clearance from GST, and Income Tax Department. Relevant proof in support shall be submitted.
  - C. Experience: The Bidder should have (i) At least two years experience for providing manpower services in Ministries/Departments under Government of India.
  - D. Turnover: - The Bidder should have minimum gross turnover of Rupees Fifty Lakh each in the last two financial years in the similar business of providing manpower.
  - E. The bidder should have its own trained minimum 50 manpower as on 31.03.2021 on their rolls. A Notarized affidavit and undertaking that the workers employed would be paid at least minimum wages (for skilled, semiskilled and unskilled) as per orders of Govt. of NCT of Delhi and oblige all statutory requirements with respect to ESI, EPF etc., with reference to those workers.
  - F. The bidder should be registered in Micro, Small and Medium Enterprises (MSME) or National Small Industries Corporation (NSIC) and ISO.
  - G. All documents supporting the minimum eligibility criteria must be attached.
13. **Financial Bid will be evaluated as per marking system: -**
  - Continuous Experience in Sector from 0 to 2 years will be given one mark and 2 years and above will be given two marks.
  - Average Annual Turnover from 50 lakh to 2 crore will be given one mark and 2 crore and above will be given two marks.
  - No. of person on roll as on 31.03.2021 should be 50 to 100 staff, will be given one mark and 100 staff and above will be given two marks.



14. In case two or more bidders offer same percentage of service charges, then the criteria as turnover of company, past credentials in same area, experience or other any factor as deemed fit may be considered L1 and awarded contract. Further, the bidders would also judged based on their past performance and suitability. The competent authority's decision in this regard shall be final and binding.
15. The contract for the supply of Skilled/Semi-Skilled/Un-Skilled Man Power for Safaiwala, MTS and Canteen Staff at the Office of the Director General of Audit (Home, Education & Skill Development), IP Estate, New Delhi-110002 for the following Terms and Conditions:-
- A. The contractor should be able to supply the manpower as per the requirements given below:-

Sl. No.	Category	Scope of Work	No. of persons required
1.	Asstt. Manager-cum-Storekeeper (Skilled)	For working in Departmental Canteen	01
2.	Halwai-cum-Cook (Skilled)	Cooking work in Departmental Canteen	02
3.	Clerk (Skilled)	Clerical work in Departmental Canteen	03
4.	Asstt. Halwai-cum-Cook (Semi-skilled)	Cooking work in Departmental Canteen	02
5.	Canteen Attendant (Un-Skilled)	For working in Departmental Canteen	13
6.	MTS (Un-Skilled)	For Working in Guest House	11
7.	Safaiwala (Un-Skilled)	Total 1,21,378 Sq.ft. covered/carpet area in this office (including covered/carpet area of Departmental Canteen/Guest House, 'A' and 'B' wing, 5 <sup>th</sup> floor) for the Cleaning of toilets, urinals and mopping of floors	15
8.	MTS (Un-Skilled)	(i) General cleanliness and upkeep of the Sectional unit. (ii) Cleaning of rooms. (iii) Cleaning of building, fixtures etc. (iv) Watch and ward duties. (v) Opening and closing of rooms. (vi) Upkeeping of parks lawns, potted plants etc. (vii) Dusting of furniture etc. (viii) Carrying of files and other papers within the building office. (ix) Delivering of dak (outside the building) (x) Physical maintenance of records of the Section. (xi) Stitching and binding of records/files, registers of the Sectional Unit.	04



		<p>(xii) Photocopying, sending of Fax etc.</p> <p>(xiii) Other non-clerical work in the Sectional Unit.</p> <p>(xiv) Assisting in routine office work like diary, dispatch etc. including on computer.</p> <p>(xv) Maintenance of office equipments/fixtures and fittings and provide necessary assistance for scanning of such equipments.</p> <p>(xvi) Driving of vehicles, if in possession of valid driving license.</p> <p>(xvii) Any other work as assigned by superior authority.</p> <p>(xviii) Lunch/Tea/Water/snacks services.</p>	
9.	Creche Worker & Helper (Female) (Un-Skilled)	<p>(i) Maintaining records</p> <p>(ii) Admission forms to be filled</p> <p>(iii) Attendance register for staff and children to be maintained at the centre</p> <p>(iv) Stock register/record to be maintained</p> <p>(v) Keep track of each child's development milestones</p> <p>(vi) Bring to the notice of Creche In-charge, any child with special needs</p> <p>(vii) She is required for cleaning and cooking and also to assist with care and play if required.</p>	02

- B. That the contractor shall provide 53 (Fifty Three) Un-skilled, Semi skilled and Skilled workers for desired working hours. The numbers of the Un-skilled/Semi-skilled/Skilled contracts may be changed during the contract period as per requirement.
- C. The payments, however, would be made depending upon the actual man days provided by the Contractor.
16. The payment of share of EPF, ESIC, GST and Bonus etc. would be made after obtaining evidence of payment to the respective agencies by the Contractor.
17. On receipt of payment certificate to workers the department will reimburse the payment to the firm/contractor.
18. Similarly, the above practice will be followed in case of ESI and EPF payment. First the firm will deposit the dues to the concerned agencies and then submit the bills to the Office of the Director General of Audit (Home, Education & Skill Development), New Delhi for reimbursement along with evidence of deposit of dues.
19. TDS will be deducted as per applicable rate notified by the Government from time to time.
20. The Contractor shall submit Police Verification Certificate and Medical Fitness Certificate in respect of all Contractual Staff deployed in this office.



21. That the uniform and identity cards to the persons employed shall be provided by the Contractor at his own cost.
22. That the workers provided by the Contractor shall be bound to observe all instructions issued by Office of the Director General of Audit (Home, Education & Skill Development), New Delhi concerning general discipline and behavior. Consumption of liquor, smoking/chewing tobacco in the office is strictly prohibited at all times.
23. That it shall be the sole responsibility and liability of the Contractor to comply with the provisions of the Contract Labour (Registration & Abolition) Act, 1970, Employees Provident Funds Act, Employees State Insurance Act, Minimum Wages Act, 1948 and any other labour laws in force and this office shall not, in any way, be liable for the acts of omission and commission of the Contractor which may contravene with the provisions of any of the laws in force. The Contractor shall obtain labour licences from statutory Authority, if required. The Contractor shall be liable to defend, indemnify and hold harmless the Office of the Director General of Audit (Home, Education & Skill Development), New Delhi from any liability which may be imposed by Central, State or Local Authorities by reason of violation by the Contractor of any laws, regulation and also from all claims, suits and proceedings that may be brought against the Office of the Director General of Audit (Home, Education & Skill Development), New Delhi arising under or incidental to or by reason of work provided/assigned under this agreement brought by the workers of the Contractor, any third party or Central/State/Local Authorities.
24. The Contractor shall get all the workers deployed to be covered under various Labour laws. The Office of the Director General of Audit (Home, Education & Skill Development) New Delhi shall have no liability whatsoever in respect of the workers provided by the Contractor. They shall not be employees of the Office of the Director General of Audit (Home, Education & Skill Development), New Delhi, under any law relating to their employment with the Contractor. It is made clear that there shall be no master and servant relationship between the Contractor and/or his workers and the Office of the Director General of Audit (Home, Education & Skill Development), New Delhi. The Office of the Director General of Audit (Home, Education & Skill Development), New Delhi shall not be responsible, financially or otherwise, for any injury to the worker of the Contractor in the course of performing their duties during the currency of this agreement.
25. The payment to workers shall not be reduced as prescribed under rules. Failure by contractor would invite action under relevant civil or/and criminal provisions.
26. That the attendance register of the workers shall be properly maintained by the Contractor and shall be subject to scrutiny and inspection by the office of the Director General of Audit (Home, Education & Skill Development), New Delhi as and when, considered necessary. In case the number of workers put on job by the Contractor is found lesser on any day, the amount payable to the contractor shall be deducted proportionately. The Contractor shall not change his workers without prior permission of the Office of the Director General of Audit (Home, Education & Skill Development), New Delhi; otherwise, the tender may be cancelled.



27. That the working staff shall be properly dressed and shall wear full uniform while on duty. The Contractor shall be solely responsible for all actions of his personnel including the behavior, conduct and discipline. Any breach of discipline and professional conduct shall be viewed seriously. In case of any misconduct or breach of discipline by the Contractor or its personnel the Contractor shall be informed in writing about the action to be taken and a notice for removal of such personnel shall result into immediate removal of the defaulting personnel and even termination of the agreement in the event of non-compliance. All documents provided to the contractor for any work and copies thereof shall at all times be Office of the Director General of Audit (Home, Education & Skill Development), New Delhi office's property. No document or copies handed over to the contractor shall be considered to be transferred to the contractor or shall be construed as the contractor's property at any time. The contractor and his personnel shall maintain secrecy of all documents of the Office of the Director General of Audit (Home, Education & Skill Development), New Delhi. The contractor's personnel shall not disclose to any unauthorized person either during or after their employment any information disclosed by such documents. The contractor's personnel shall not communicate to public or to any third party, any information or document, official or otherwise, relating to the office. On completion of the work, the contractor and his personnel undertake to return all documents, files, books, papers, memos etc. or any other property in the possession of the contractor, his personnel or under their control back to the Office of the Director General of Audit (Home, Education & Skill Development) New Delhi and no documents, copies thereof its contents or any other property and information shall leave the premises of Office of the Director General of Audit (Home, Education & Skill Development), New Delhi under any circumstances. Without prejudice to any other rights of Office of the Director General of Audit (Home, Education & Skill Development), New Delhi, any breach of this clause on the part of the Contractor and his personnel shall give rise to a cause for immediate termination of this Contract. The contractor shall withdraw its personnel without protest or demur as and when a notice for such removal is given by Office of the Director General of Audit (Home, Education & Skill Development), New Delhi.
28. That Office of the Director General of Audit (Home, Education and Skill Development), New Delhi shall not provide any transport, medical or living facility to the workers.
29. That the contractor shall intimate this office in advance the names, parentage, valid ID, Bank A/c, residential and permanent address, age etc. of the persons deployed for this purpose and shall also keep this office informed of the changes in the residential address of all such persons as and when the same takes place during the currency of this contract.



30. The contractor shall be liable to provide services of workers on all days of the week.
31. That the contractor shall keep Office of the Director General of Audit (Home, Education & Skill Development), New Delhi both during and after the term of this agreement fully and effectively indemnify against any loss or damages caused to the property of the office by the workers provided by the contractor during performance of the jobs as per this contract. The loss or damage caused shall be made good by the contractor at its own cost and in case he fails to make good the loss, the same shall be recovered from any money payable to him by Office of the Director General of Audit (Home, Education & Skill Development), New Delhi.
32. For whatsoever reasons if a demand is made by Office of the Director General of Audit (Home, Education & Skill Development), New Delhi for additional manpower during the currency of the contract, the contractor shall be under an obligation to supply the same at the accepted rates.
33. That the contract can be terminated by either side upon giving one month notice in advance in writing except in the event of failure of providing services on the part of contractor in which event the agreement shall be terminated without giving any notice whatsoever and Office of the Director General of Audit (Home, Education & Skill Development), New Delhi shall not be responsible for any payments thereafter. The decision of Office of the Director General of Audit (Home, Education & Skill Development), New Delhi authorises as to what constitutes failure of the services shall be final and binding on the Contractor and shall not be questioned by the contractor in any manner. The contractor shall not sub contract any and/or all of the work under this agreement. The Contractor shall not, except with the previous consent in writing from Office of the Director General of Audit (Home, Education & Skill Development), New Delhi assign the agreement or any part thereof or interest therein or benefit or advantage thereof in any manner whatsoever. Provided any such consent shall not relieve the Contractor from any obligation, duty or responsibility under the agreement. The invalidity or un-enforceability of any one or more provisions contained in the agreement shall not affect the validity or enforceability of the remaining provisions of the agreement or part thereof. This agreement is an entire agreement of the parties and supersedes all prior agreements, writings, understandings and negotiations of the parties with respect to the contents hereof. This contract may be amended only by means of writing signed by the parties. Subject to the specific restriction on assignment contained in this agreement, this agreement shall be binding upon and insure to the benefits of the successors or legal assign of the parties.
34. That in the event of any question, dispute/difference arising under this contract or in connection therewith the same shall be referred to the sole arbitration of the Office of the Director General of Audit (Home, Education & Skill Development), New Delhi or his nominee and the award of the Arbitrator shall be final and binding on the parties to that contract.
35. That this service contract shall be subject to the courts of law in New Delhi only.



36. That for the purpose of this contract, addresses of the parties shall be as **Director (Admn.), Office of The Director General Of Audit (Home, Education and Skill Development), IP Estate, New Delhi-110002** and all correspondence and notice in relation to the present contract sent to parties, at this addresses shall be deemed to be sufficient for serving notices on the parties. All such notices as well as bill, reports etc., shall be addressed to the parties at such addresses.
37. The bidder shall furnish Bid Security Declaration in the format provided in Annexure "A" as per Ministry of Finance, Department of Expenditure order No. F.9/4/2020-PPD dated 12<sup>th</sup> November 2020. In case the successful bidder withdraws or the details furnished in Annexure are found to be incorrect or false during the tender selection process the bidder will be debarred for one year from the due date of the tender.
38. The successful bidder has to submit Rs. 9,60,000/- (Rupees Nine Lakh Sixty thousand only) as performance guarantee deposit in the form of Bank Guarantee from Nationalised Bank drawn in favour of 'PAO, AG (Audit), Delhi' before awarding contract. The performance guarantee shall be refunded to the selected bidder without any interest on the completion of the contract period. Performance Guarantee should remain valid for a period of sixty (60) days beyond the date of completion of all contractual obligations of the bidder including warranty obligations.
39. The office reserves the right to reject any or all the tenders and /or cancel the Tender enquiry at any stage without assigning any reason.
40. In case of any query, please contact Senior Audit Officer (GD Section), on Phone No. 011-23454202 or Assistant Audit Officer (GD Section) on 011-23454252.



**(ATUL PRAKASH)**  
**Director (Admn.)**  
**Office of the Director General of Audit**  
**(Home, Education & Skill Development), New Delhi-110002**



**ANNEXURE-‘A’**

**Bid Security Declaration Format**

(To be printed on letter head of bidder)

Date: \_\_\_\_\_

To,

The Director (Admn.)

O/o Director General of Audit (Home, Education and Skill Development)

IP Estate, New Delhi- 110 002

**Sub: Bid Security Declaration - Reg.**

Ref: 1. Tender No. GD/6-7/Outsourcing/2021-22/317 Dated. 28.09.2021

2. Bidder's offer no. \_\_\_\_\_ Dtd. \_\_\_\_\_

I, \_\_\_\_\_ (Name of authorized Signatories),

on behalf of M/s. \_\_\_\_\_

(Bidder's name and address), duly authorized to sign the tender document and enter into contract, if awarded, herewith accept that if the bidder withdraw (or) modify our bid during period of validity, etc, the bidder will be debarred for a period of one year from the due date of the tender.

(Signature of Authorized Signatory)

Designation:

Name of Bidder:

Seal:



**ANNEXURE-'B'**

**TECHNICAL BID**

1	Name and Address of the Organization	
2	Name of the Proprietor/Partner/Directors	
3	<b><u>Contact Details</u></b>	
a)	Land Line No.	
b)	Mobile Phone No.	
c)	E-mail Id	
4	Name of the Primary Contact Person with mobile number	
5	PAN Card No. (Enclose Copy)	
6	Valid GST Registration No. (Enclose Copy)	
7	EPF No. ( Enclose Copy)	
8	ESI No. (Enclose Copy)	
9	Labour Registration No. (Enclose Copy)	
10	No. of years of relevant experience	
11	Average Annual Turnover for last 2 years (Copy of Audited Financial Statements or Income Tax Return for last 2 years)	
12	No. of men and women on roll as on 31.03.2021 (Enclose Copy of ESI/EPF for the month of March-2021)	
13	MSME Certification (Enclose Copy)	
14	NSIC Certification (Enclose Copy)	
15	ISO Certification (Enclose Copy)	

I have read the terms and conditions of the Tender Notice along with its Annexure carefully. (If any facts found wrong during or after the contract I am solemnly responsible for that and liable to cancel the contract)

**Name of the Authorised Signatory**

**Signature**

**Seal/Stamp**



**ANNEXURE 'C'**

**FINANCIAL BID**

**For Hiring Of Safaiwala, Mts, Canteen Staff and Guest House Staff**

To,

Director (Admn.)  
Office of the Director General of Audit  
(Home, Education & Skill Development), IP Estate,  
New Delhi-110002

Sir,

**Sub.:- Submission of financial bid for supply of manpower to the Office of the Director General of Audit (Home, Education & Skill Development), IP Estate, New Delhi-110002-Reg.**

With reference to the above, I/We hereby submit the quotation for supply of manpower to the Office of the Director General of Audit (Home, Education & Skill Development), IP Estate, New Delhi-110002.

Sl. No.	Particulars	Amount in (Rs.)
1.	Basic wages	Minimum wages as per Delhi Government
2.	Variable Dearness Allowance	As per Delhi Government
3.	EPF	As per Rules
4.	ESI	As per Rules
5.	Service charges in Percentage (on sum of 1 to 2)	_____ % (Percentage to be filled in the BOQ file through online)

**Date:-** \_\_\_\_\_

**Place:-** \_\_\_\_\_

**Signature of the agency/Bidder/Seal of the agency**

**Note:-**

- (i) Only online submitted bids (through BOQ enclosed with tender document) will be accepted.
- (ii) Payments shall be made by the Client as per the terms and conditions of the Tender Documents.
- (iii) Prices shall be valid for a period of one year. However, on revision of minimum wages, Contractor may request in writing for enhancement of minimum wages accordingly to the Client, which shall be considered and agreed, if found reasonable by the Client.
- (iv) The charges shall be for maximum 26 days a month basis. (As per the norms of Labour Department).
- (v) The rate above is excluding GST, which will be paid as per applicable rule?
- (vi) The Contractor shall mandatorily ensure that the cost per head as shown in Table above paid as monthly wages to their employees who are to be deployed in Client's premises for different services.



**ANNEXURE 'D'**

**CHECK LIST ON PREPARATION OF BIDS**

<b>Sl. No.</b>	<b>Particulars</b>	<b>YES/NO</b>
1.	Have you read and understood all conditions of the Contract and shall abide by them?	
2.	Have you filled in and signed on all pages of the tender document (Total 12 Pages)?	
<b><u>TECHNICAL BID</u></b>		
3.	Have you enclosed the Bid Security declaration?	
4.	Have you taken prints of all the Sections of Tender, in the prescribed paper size and signed on all the pages of the tender documents?	
5.	Have you attached proof of having met the following minimum eligibility criteria?	
6.	Legal Valid Entity: Have you attached attested Certificate issued by the Registrar of firms /Companies?	
7.	Registration with Government Bodies like ESIC, EPF, Labour Laws: Have you attached a Registration copy of each of the certificate?	
8.	Experience: Have you attached the attested experience certificates issued by the Government Deptts?	
9.	Have you attached the proof of authorization to sign on behalf of the bidder in the Technical Bid?	
<b><u>FINANCIAL BID</u></b>		
10.	Have your financial Bid proposal is duly filled?	
11.	Have you quoted prices against each category?	

**Date:-** \_\_\_\_\_

**Place:-** \_\_\_\_\_

**Signature of the agency/Bidder/Seal of the agency**



**ANNEXURE 'E'**  
**DECLARATION**

1. I/We \_\_\_\_\_ Son/ Daughter/ Wife of  
Shri \_\_\_\_\_ Proprietor/Director/Authorized Signatory  
of the (Agency/Firm) \_\_\_\_\_ am  
competent to sign this declaration and execute this tender document.
2. I/We undersigned, offer to supply manpower in conformity with the conditions of  
contract and specifications for the amount quoted above.
3. I/We undertake to enter into agreement within 04 days of being called upon to do so and  
bear all expenses including charges for stamps; typing etc and agreement will be  
binding on us.
4. I/We understand that the Department is not bound to accept the lowest or any bid and  
the acceptance of the bid is subject to our financial stability.
5. It is hereby certified that the rate quoted by us in our financial bid is inclusive of wages,  
allowances, PF, Gratuity and other statutory liabilities except GST, if any payable.
6. I/We have carefully read and understood all the terms and conditions of the tender and  
undertake to abide by them;
7. The information/documents furnished along with the application are true and authentic  
to the best of my/our knowledge and belief.
8. I/We declare that we have not been blacklisted by any Government department of body  
and we have not been debarred from participating in Government tenders.
9. I/We am/are well aware of the fact that furnishing of any false/misleading  
information/fabricated document would lead to rejection of my/our tender at any stage.

**Date:-**

**Place:-**

**Seal:**

**Signature of authorized person**

**Full Name** \_\_\_\_\_

**(Enclose Aadhaar/PAN Card/Any Government Photo ID card copy)**