

**Kerala Transport Development Finance Corporation Ltd.**  
**6th Floor, 'Trans Towers", Vazhuthacaud, Thiruvananthapuram-695014**  
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TENDER No.7/KTDFC/BOT/ TT/HK/2013                      Dated 22.10.2013

**Tender Document for Contract of House Keeping at Trans Towers**

**Last Date and Time for the submission of Tender**        :    19.12.2013

**Date and Time of Opening of Tender**                                :    20.12.2013 at 4.00pm

**EMD**    : **₹5000/-**

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Chief Engineer (BOT Projects)

## Tender Notice

### **Invitation**

Sealed competitive tenders are invited by Kerala Transport Development Finance Corporation Ltd. (KTDFC) from the licensed firm/Contractors to undertake the House Keeping Arrangements in Trans Towers Building, Vazhuthacadu, Thiruvananthapuram. An EMD of Rs.5000/- (Rupees five thousand only) in the form of Demand Draft/Bankers Cheque in favour of Managing Director, KTDFC payable at Thiruvananthapuram in a separate sealed cover along with the tender documents shall be submitted to the Chief Engineer (BOT Projects) in the address mentioned below. Tenders without EMD will be summarily rejected.

The last date and time for the receipt of tender is -10.2013 at 3.00pm. The tender will be opened on the same day at 3.30 pm. The lowest offer will be accepted and the accepted bidder shall execute the agreement with KTDFC within Five days of receipt of the order of confirmation of the acceptance of the bid. The period of the contract will be two years which may be extended up to two more years if their work is found to be satisfactory by the concerned authorities.

### **ELIGIBILITY CRITERIA FOR TENDERS**

**The parties fulfilling the following criteria are eligible to participate in the tender.**

- (a) Three years experience of Housekeeping contract at any star hotels ,hospitals ,airports seaports,railways ,bus terminals,,corporate offices,reputed malls,or shopping complexes
- (b) Only one tender shall be submitted by a single party, either a firm or an individual. The proprietor of more than one firm will be considered as single party and one legal entity.
- (c) Any Party falling under the following categories is not eligible to participate in the tender :
  - (i) De-barred/black listed by CBI or Undertakings/Departments like Railways,Defence or

any other Department of Government of India ,State Governments,Corporations,  
Municipalities.

(ii) Parties facing action under Public Premises(Eviction of Unauthorized occupants)

Act,1971

(iii) Undischarged insolvent

(d) A declaration has to be given on a Non-judicial stamp paper of ₹100/-, indicating the following details, while submitting the tender documents:

(i) The details of their contracts at other sites.

(ii) Liability of payment of disputed/undisputed dues to clients.

(iii) Details of having been de-barred/black listed by CBI or undertakings / Departments like Railways, Defence or any other departments of GOI, State Governments, Corporations, Municipalities.

(iv) Whether facing any action under Public Premises (Eviction of Unauthorized Occupants) Act,1971.

(e) The above declaration has to be given for 'NIL' information also.

(f) The tender is liable to be rejected in case of non-submission of the above declaration by the tenderers

**GENERAL CONDITIONS & Instruction to tenderers**

1. Tender documents can be obtained from the Head Office of KTDFC or can be downloaded from the web site of KTDFC [www.ktdfc.kerala.gov.in](http://www.ktdfc.kerala.gov.in) and Tender documents made on such forms shall be considered valid for participation in the Tender process. Tender form is free of cost

2. Tender documents (Sealed Master Envelope having Envelope 'A' EMD and Envelope 'B' signed tender documents and tender quote separately) duly completed in all respects should reach either by post or by courier or delivered in person at the address given below on or before 19. 12.2013 not later than 3 pm. as mentioned in the Tender Schedule. The tenders will be opened as per schedule given above on 20.12.2013 at 4.00 pm in the presence of the interested tenderers or their authorized representatives at the Registered office of KTDFC at Thiruvananthapuram. Any tender received after due date and time mentioned above shall not be entertained under any circumstances. KTDFC will not be responsible for any postal delay or misplacement of Tender documents sent by post.

Address for submitting Tender:

Chief Engineer (BOT Projects)

Kerala Transport Development Finance Corporation Limited,

Level 8 (6<sup>th</sup> floor), Trans Towers

Vazhuthacaud, Thiruvananthapuram- 695014.

3. Sealed Master Envelope shall contain **Envelope A** and **Envelope B**. The Master Envelope shall have the superscription " Tender for contract for house keeping at Trans Towers" Envelopes A & B shall contain the following documents:

3(A). Envelope – A shall contain the following document:

- a. Demand Draft/Bankers Cheque No ..... Dated.....

..... for ₹5,000/- drawn in favour of the Managing Director, Kerala

Transport Development Finance Corporation Limited payable at Thiruvananthapuram as

EMD. In the absence of EMD the tender will be summarily rejected

3(B) Envelop - B shall contain the following documents:

- a. Tender documents [Signed by Tenderer(s) on every page]
- b. Tender Quote signed by the tenderer(s) ]
- c. Declaration in stamp paper mentioned in clause (d) of the eligibility criteria.
- d. A copy of partnership deed if the tenderer is a partnership firm. Otherwise papers of incorporation of firm or any other papers certifying the ownership of the firm (in case of proprietorship firm)
- e. A copy of the Registration certificate and Memorandum and Articles of Association, if the tenderer is a company.
- f. Power of Attorney/Authorisation Letter, if any other person is authorised to represent/sign the tender documents for partners/directors in the case of partnership firm/company
- g. The details of similar works which the tenderer has undertaken within the last 3 (Three) years with quantity.
- h. Proof of address and identity such as attested copy of Ration Card, Passport, Driving Licence, Voters Identity Card, PAN,Registration Certificate.etc.
- i. Certified copy of the PAN Card , if available.

**\*The documents mentioned above should be attached with the tender, in the absence of which, the tender will be summarily rejected.**

4. The liability of KTDFC regarding payments to the selected tenderer will be strictly limited to the quoted amount which means that the amount quoted should be

inclusive of statutory dues to Central/State govts. The selected tenderer shall remit an amount equivalent to **Rs.25,000/-**(Rupees Rupees Twenty five thousand only ) as **Security deposit**, with KTDFC within 15 days of the award of the the contract and thereafter execute an agreement in this regard. The selected tenderer shall start the work immediately after receiving the award of contract (Acceptance letter), after remitting the Security Deposit and execution of agreement. If the selected tenderer fails to deposit the security amount and to execute agreement within 15 days from the date of award of the Contract , KTDFC shall be entitled to cancel the award/offer given to the tenderer and forfeit the earnest money deposited by him/them along with the tender forms without giving any notice and without any obligation whatsoever and make alternative arrangements for the said work. KTDFC shall make payment for housekeeping services by the 5<sup>th</sup> of every succeeding month on production of invoice and a certificate from the Engineer-in-charge at the site to the effect that the contractor has satisfactorily carried out the work as per agreement.

5. The earnest money of unsuccessful tenderers, other than the second and third highest bidders, will be refunded within 7 days of the finalisation of the tender. As regards the second and third highest bidders, earnest money will be refunded within 10 days from the date of commencement of the operation by the selected tenderer after complying the required conditions above mentioned.
6. The security deposit amount shall remain in the account of the KTDFC till the expiry of the contract period or its earlier determination, as the case may be, and thereafter security

amount shall be refunded to the Contractor without any interest within 30 days, after deducting any amount that may be due to KTDFC. The Contract is not transferable.

Similarly KTDFC reserves the right to revoke the Contract if the housekeeping services is not satisfactory or if the contractor commits breach of any terms and conditions, by serving 15 days notice in writing. Contractor can also be terminated by giving 60 days notice in writing from either side without assigning any reason. If there occurs any damage to the fittings/structure/articles in the premises due to the acts/omissions/negligence/default/failure breach of conditions by the Contractor or his/her employees, the value of such damaged things will be deducted from the security deposit and if the same is not sufficient, the balance amount will be recovered from the contractor by taking legal actions including actions as per the provisions of the Kerala Revenue Recovery Act. Similarly KTDFC shall also have the right to recover any other amounts due from the contractor by taking recourse to the procedure above mentioned.

7. Acceptance or non-acceptance of any tender shall rest with the Managing Director, KTDFC at his/her discretion. The tenderer shall hold the offer open for a period of 90 (Ninety days) from the date of opening of the tender and the tenderer shall not withdraw his/her offer within this period. In the event of such withdrawal, his/their earnest money shall be forfeited by KTDFC.
8. In the event of the demise of the tenderer after submission of the tender or after the acceptance of his tender, KTDFC should deem such tender of contract as cancelled. In the event of the demise of a partner after submission of the tender or after the acceptance of his

tender, in the case of partnership firms, KTDFC should deem such tender or contract as cancelled unless the firm retains its original character.

9. Non-compliance with any of the conditions given herein may lead to the rejection of tender.
10. After execution of the agreement the contractor shall intimate KTDFC the names of the persons employed or going to be employed by him for the operation of housekeeping services, along with photographs and residential address. The tenderer shall also carry out a detailed medical examination at half-yearly intervals of the workers at his cost and submit copies of the same to KTDFC.
11. The cost of stamp duty for the execution of the contract Agreement will be borne by the contractor
12. The contractor shall equip himself with all necessary permits, licenses and such other permissions as may be required under the law in force at any time and from time to time with regard to the house keeping services
13. The contractor shall maintain such regular and proper account books along with other supporting documents including acquittance register regarding the service rendered by the contractor in the said premises and said accounts/documents shall at all times be kept open for inspection by KTDFC. The contractor shall provide to KTDFC, if required by KTDFC, statements of audited accounts in such manner and within such period that KTDFC may prescribe.
14. The contractor shall not unilaterally terminate the agreement before the expiry of the



period of the contract except by giving 60 days notice in writing as earlier mentioned.

Otherwise the contractors shall be liable to pay to KTDFC (without any demur or question) such amount of money as KTDFC may decide as damages to it by the contractor

15. In the event of any default, failure, negligence or breach, in the opinion of KTDFC on the part of the contractor in complying with all or any of the conditions of the contract, KTDFC will be entitled and be at liberty to determine the contract forthwith by serving 15 days notice in writing, without payment of any compensation or damages and also forfeit in full or in part the amount deposited by the contractor for due performance of contract.

**The details of the work to be performed are explained below.**

Daily cleaning of all common areas in and around Trans Towers Building, including supply of cleaning materials and equipments. The contractor should undertake to perform all cleaning works to the satisfaction of KTDFC including the supply of cleaning materials and equipments as per requirement and direction, from time to time. The cleaning works would be judged against the following indicators of cleanliness.

- (a) Absence of foul smell in toilets , common space etc
- (b) Absence of debris,waste papers, decaying substances etc at all places.
- (c) Clean faces of glasses, table tops, and dust free windows and floors.
- (d) Total absence of rats,snakes,cocroaches,lizards,mosquitoes,bugs, in the premises including carcasses of the above mentioned.
- (e) Glitering appearance of floors, common lobies, inside the lift car, etc

**SCOPE OF WORK**

**A.General**

1. Daily cleaning of the said building 'TRANS TOWERS' like the parking area and its

surrounding yard and all common open spaces, all common areas in all floors including mopping the floors according to the site requirements.

2. Daily Three (3) times minimum cleaning of all bath rooms, toilets in all levels (floors)– 0 to 10 (common toilets) and the toilets in the Head Office of KTDFC at Level (8), Branch Office of KTDFC at Level (2),Level (9) Board Room, Conference Hall and its common area.
3. Daily cleaning of the entire office area, in Level (8),Branch Office area of KTDFC at level 2, Level (9), and (10), Board room, Conference Hall etc. to be done.
4. Monthly cleaning of structural glazing of the whole building by using required equipments and tools.
5. Daily three (3) times cleaning and mopping of the main common entry to the building including the podium lift wall,stair wall etc.
6. Daily cleaning of all windows,ventilators and glass doors, handrails, access control systems etc.
- 7.. Cleaning of walls, all work stations etc with vacuum cleaner and applying perfumes etc as per the special conditions of the contract.
8. Cleaning of the following area :- Independent Office toilet for Level 8 of KTDFC and for Conference Hall, Board room etc. and area of toilet covered in each level are seperately noted as
  - (a) Level 3 & 4 - Transport Department (optional) is 15 m<sup>2</sup>,
  - (b) Level – 8 of KTDFC office is 6m<sup>2</sup>,
  - (c) Other place like Conference Hall etc. is 2.30m<sup>2</sup>

#### B.Details of work to be attended

1. Sweeping the entire common area including the cellar floor, ground and other open area of the building and sourroundings.
2. Wet mopping of the entire finished floors in the common utility area including the common area of the lift well, staircase, emergency stair well including roof and light well area.

3. Wet mopping of the office areas in Level 8 of KTDFC Office, KTDFC Branch Office in Level 2, Conference Hall, Board room etc. in level -9, Cleaning of carpeted floor, curtains in the said levels with vacuum cleaner.
4. Collection of all disposable garbage waste papers from the dust bins and deposit the same in the garbage area.
5. Cleaning the glasses of doors, windows, and ventilators including all work stations of the above office area. Cleaning of the flower vases, intercoms, telephones and other equipments in the common area.
6. Cleaning the name boards, display boards, notice board, granite steps, fire equipments, boxes etc at regular intervals.
7. Cleaning, dusting of murals, paintings, sculptures in the common area. Cleaning of all verified, Granite and ceramic tiles of the common areas on the whole building and the office areas of the above mentioned levels.
8. Cleaning and perfuming all toilets, wash basins, urinals at regular intervals in any case not less than 3 times daily with detergents. This includes keeping air freshners, liquid soaps, naphthalene balls, toilet papers, etc in urinals and toilets.
9. Wash all waste bins with boiling hot water daily
10. Scrub the wall tiles with sponge
11. Maintain dust free carpets and shampoo the same on regular intervals.
12. Minor plumbing works like removal and repairs of leaking taps, pipes etc to be attended by the Contractor.
13. Cleaning of the electrical fittings of the common area.
14. Removal of all stains from the toilet floors, urinal walls, and other porcelain fittings in all toilets and bathrooms.
15. Cleaning the drains, rain water drain, manholes using bleaching powder solution to keep them free from cockroaches and insects.

16. Periodical acid cleaning of toilets and buffing of vitrified floors.
17. Periodic machine scrubbing of floors if required will be attended by the contractor.
18. Supply of all cleaning materials for the cleaning purpose.
19. Arranging the display of notices and other information materials in the proper places.
20. Such other connected and additional work as directed by KTDFC from time to time.

#### SPECIAL TERMS AND CONDITIONS

1. The Contractor shall deploy sufficiently required personnel (six workers and one supervisor ) on all working days from 7.00 am to 3.00 pm for the execution of the said work. There shall be close supervision for the works carried out.
2. Salwar and coat is the prescribed dress code of the female workers.
3. The cleaning work should be carried out on all working days. On sundays and holidays the cleaning work need be carried out in the general premises and working offices.
4. One leave is allowed to workers monthly. If more than one leave is taken by a staff the proportionate amount will be deducted from the contract amount.
5. The persons so deployed shall be mentally and physically fit to perform the cleaning service and the Contractor shall produce a Fitness Certificate to this effect from a Government Medical Officer.
6. The persons so engaged by the contractor shall regularly execute the cleaning service as per the directions given by the authorised officers of the company from time to time.
7. The Contractor shall take instructions regarding cleaning services from Engineer in charge of House Keeping of the building "Trans Towers".
8. The Contractor should ensure that the payment of wages and other statutory benefits of the persons employed by him shall be in compliance of all Central/State Acts, Rules & Regulations. KTDFC shall not be responsible or liable in any manner for any payment to the persons employed by the Contractor. Similarly in case of necessity of making payment of

compensation under the workmens Compensation Act or under any law to the workers, to be employed by the contractor, for any matters arising out of or in the course of carrying out of the house keeping services in the premises, the same shall be paid by the contractor to the person concerned. If KTDFC has been directed by any statutory authority to make any payment in this regard, then such amount along with applicable interest shall be recovered by KTDFC from the contractor.

9. The Contractor shall ensure good conduct,decent behavior,cleanliness etc by the pesons employed by him..
10. The contractor shall be solely responsible for the payment of salary, medical benefits/ESI,EPF Contributions, leave benefits and other obligations if any inrespect of the persons posted by him. The Contractor shall ensure that the persons employed by him are covered under the various statutes like ESI, EPF Acts, and such other Acts, Rules and Regulations as may be applicable and shall accordingly make monthly contributions directly to the authorities for the wages of the persons employed by him. The contractor shall submit receipts of the remittances of the above mentioned contributions under relevant statutes by 25<sup>th</sup> of every succeeding month. If it be found that the Contractor has committed default or negligence in making prompt payments of the statutory contributions, taxes etc. company will be entitled to deduct the same from any amounts that may be payable to the Contractor and to remit the same directly to the authorities concerned.

If the company sustain any losses, damages etc. due to the default or negligence of the Contractor in making prompt payments of the statutory contributions, taxes etc. the Company will also be entitled to recover the same along with applicable interest from the movable and immovable assets of the Contractor by taking appropriate legal actions including actions as per the provisions of the Kerala Revenue Recovery Act,1968.

- (a) It shall be absolutely the duty of the Contractor to ensure that the persons employed by him are doing their work with proper safety measures, which are to be provided by the Contractor
  - (b) It shall be the duty of the Contractor to ensure that the persons employed by him are not under the influence of drink or drugs at the time of work and to ensure that the persons employed by him are obeying the orders given to them for the purpose of securing their safety.
11. If the conduct, medical condition or cleanliness of any of the persons employed by the Contractor is found unsatisfactory, the Contractor shall replace 'such person' forthwith and all dues to be paid to the persons so replaced shall be paid immediately by the Contractor and he shall forward a copy of such settlement to the Company as proof.
  12. It shall be the responsibility of the Contractor to personally supervise the cleaning service and to keep under the safe custody of the cleaning materials /equipments etc. required for the execution of the said work.
  13. All the materials and equipments used for cleaning as mentioned in the tender documents, shall be produced at site and shall be approved by the Company or its authorised personnel.
  14. The Contractor and his personnel shall strictly comply with the rules and regulations laid down by the company with regard to entry and exit. The Contractor shall ensure that the persons engaged shall confine their activities strictly to the areas specified.
  15. The Contractor shall be responsible for maintaining registers and records prescribed by the Company in connection with the execution of the cleaning service.
  16. The Contractor shall also be responsible for maintenance of the muster roll, wage register etc. of the persons employed by him and shall produce the same to the Company as and when called for.

17. The Contractor shall provide the cleaning materials, consumables and equipments required for the execution of the said work.
18. (a). The quoted amount shall be inclusive of all applicable taxes including service tax . Out of the same 75% of the Service Tax will be deducted by the company from the amount quoted and will be remitted directly to the authority concerned and the remaining 25% shall be paid by the Contractor directly to the concerned authorities as per rules.  
(b). Payment shall be made by crossed A/C Payee cheque once in a month preferably before fifth of every succeeding month on production of bill with satisfactory performance certificate from the Engineer in Charge of Housekeeping. No additional payment will be given for the cleaning work other than the amount mentioned above. The payment will be made after effecting TDS at the applicable rates in force from time to time.
19. The Contract shall be valid for a period of two years from the date of commencement of the contract, and can be extended by mutual agreement up to two more years.
20. This Contract can be terminated with one month's notice from either side.
21. Only the courts at Thiruvananthapuram will have the jurisdiction to settle the dispute arising out of this Contract.

## TENDER QUOTE

1. Name of firm (Tenderer) :
2. Address :
  
3. E-mail address
4. Fax number :
5. Name of Contact person with Mobile phone no :
6. Address with Telephone No :
7. Details of experience :
  - 1.
  - 2.
  - 3.
  - 4.
  - 5.
8. Quote\* (Annually Including Service tax and all other taxes)

I/We have understood all terms and conditions specified in the tender documents and are thoroughly aware of the nature of the job required to be done. I/We hereby solemnly declare that all the above furnished informations by me/us are true and correct. I/we agree to abide by all terms and conditions

I / We hereby agree to undertake the Annual Maintenance Contract for the Housekeeping of Trans Towers Building and surroundings at the rate quoted above. The rate quoted is firm and valid for two years from the date of award of Contract.

Signature :

Date :

Name of bidder

:



