



**TAMIL NADU PUBLIC SERVICE COMMISSION  
TNPSC ROAD, PARK TOWN,  
CHENNAI – 600 003.**

Telephone No. 044-25300333

e-mail: [bsfd.tnpsc@gmail.com](mailto:bsfd.tnpsc@gmail.com)

e-Tendering Portal: [www.tenders.tn.gov.in](http://www.tenders.tn.gov.in) or [www.tnpsc.gov.in](http://www.tnpsc.gov.in)

Tender No. 600/2021

TENDER FOR MECHANISED HOUSE KEEPING IN THE  
TAMIL NADU PUBLIC SERVICE COMMISSION.

LAST DATE OF RECEIPT OF TENDER: 31.12.2021 at 03.00 PM

NOT TRANSFERABLE

**FOR THE SPECIAL ATTENTION OF THE APPLICANTS**

1. Issuance of documents under two cover system i.e., Pre – qualification document and Price tender document to the applicant will be purely based on the basic documents and information furnished along with the requisition and cost of tender documents. Application will not confer any right on the applicant for automatic qualification for price tender for the lease work.
2. Approval of the qualification tender will be strictly based on the detailed evaluation done on the basis of the documents / records / evidences / certificates produced by the applicant in the application. Applicant must sign all the pages of tender schedule (Pre-Qualification & Price Tender documents).
3. The Bids should be submitted in a single sealed envelope containing two sealed envelopes of the Pre-qualification Bid and the Financial Bid. The words 'Financial Bid' should be written on the sealed envelope containing the Financial Bid. The two envelopes should be separately marked as 'Bid for the maintenance contract'. Pre-qualification Bid (Cover-I) will be opened as per notice inviting tender on 31.12.2021 at 03.30 P.M. After detailed evaluation, the Financial Bid of the qualified Bidders alone will be opened after giving due intimation to the technically qualified Bidders.
4. A pre Bid meeting will be held on 24.12.2021 at 03.00 P.M. at Conference Hall, at 6<sup>th</sup> floor, Tamil Nadu Public Service Commission, Chennai-600003
5. The Secretary, Tamil Nadu Public Service Commission, TNPSC Road, Park Town, Chennai-3 may be contacted for further information in the matter.

**Office Phone Number: 044 – 25300333.**

**Secretary  
Tamil Nadu Public Service  
Commission, Chennai-3.**

**Signature of the Bidder with office seal**

**TWO COVER SYSTEM**

**PRE-QUALIFICATION & PRICE TENDER APPLICATION**

1. Having examined the documents in respect of Pre-qualification document & Price tender document including scope of work, time frame for the said rights and the criteria stipulated for qualification, I/We hereby submit all necessary information and relevant documents for qualifying me/us, to offer my/our tender for the above mentioned work.

2. The application is made by me/us on behalf of (individual / proprietary firm/ private limited company/public limited company) in the capacity of ----- duly authorized to submit the tender.

3. Necessary evidence admissible in law in respect of authority assigned to me / us on behalf of the Proprietary firm / Partnership firm / Private Limited Company / Public Limited Company, for applying for qualification is attached herewith.

4. I / We present my / our documents herewith taking into consideration all the instructions in the qualification schedule supplied to me / us including special instructions to applicants / criteria for qualification schedule / information and instructions in the detailed two cover tender notice etc.,

5. The EMD amount is enclosed in the shape as notified in the EMD Para No: 1.4

i).....

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6. I / We understand that on behalf of the Commission, the Secretary, Tamil Nadu Public Service Commission, Chennai-3 reserves the right to reject any or all the tenders without assigning any reason thereof or to drop the proposal altogether.

**Date:**

**Signature of the Applicant**

**Name:**

**(IN BLOCK LETTERS)**

Encl: 1. Qualification schedule and price tender schedule (Two cover system)

2.

3.

4.

5.

**TENDERER / BIDDER**

**Signature of the Bidder with office seal**

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## **1.1. INTRODUCTION**

Tender under sealed two cover tender system i.e. Pre-qualification document & Price tender document are invited for and on behalf of the Secretary, Tamil Nadu Public Service Commission, Park Town, Chennai-3. First cover shall contain Technical Bid - EMD, the details of their capability to undertake the tender and the details of qualification conditions as stipulated in the Pre-qualification criteria. The second cover shall contain the Financial Bid as stipulated.

**It is proposed to entrust the housekeeping work of common toilets, chambers of officers and the toilets in these chambers, sections, including staircase, corridors and common areas (including parking area and open sky area) in ground floor + all the six floors of Tamil Nadu Public Service Commission along with newly constructed Counselling Hall adjoining the Commission office, to utility services management agencies with suitable expertise for a period of two years from the date of award of contract subject to certain conditions.**

### **1.1.1. IMPORTANT DATES**

<b>Sl. No.</b>	<b>Events</b>	<b>Date</b>	<b>Location</b>
1	Date of commencement of sale of Bid documents	17.12.2021	<b>The Secretary, Tamil Nadu Public Service Commission, TNPSC Road, Park town, Chennai - 600 003. Phone:044-25300333 Fax No. 25300588 Email: <a href="mailto:bsfd.tnpsc@gmail.com">bsfd.tnpsc@gmail.com</a></b>
2	Last date for receipt of queries for Pre-Bid meeting through E-mail, fax, Letter	22.12.2021	
3	Date and time of Pre-Bid meeting	24.12.2021 3.00 P.M.	
4	Last date and time of submission of tender document	31.12.2021 3.00 P.M.	
5	Date and time of opening of Technical bid	31.12.2021 3.30 P.M.	
6	Date and time of opening of Financial bid	03.01.2022 3.30 P.M.	

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## **1.2. General Terms and conditions:**

### **1.2.1. CONTRACT PERIOD:**

The tenure of the contract is **Two (2) years** from the date of signing the contract and the same can be extended by One (1) more year **by mutual Consent**. Within the 2 years period, the contract for the first & second year will be renewed based on the satisfactory performance of the first & second years respectively.

### **1.2.2. Tender Document**

(a) Tender Documents may be downloaded from [www.tenders.tn.gov.in](http://www.tenders.tn.gov.in) or [www.tnpsc.gov.in](http://www.tnpsc.gov.in) at free of cost.

(b) The Bidders shall submit the sealed Bid containing two separate sealed envelopes as prescribed below addressed to **"The Secretary, Tamil Nadu Public Service Commission, TNPSC Road, Park Town, Chennai – 600 003"** by **03.00 P.M. on or before 31.12.2021**, in the **Tender Box** kept **at the Secretary's Chamber, in TNPSC office**, for this purpose. TNPSC will not be responsible for any delay in receipt of Bids. **Any Bid received after the closing date and time shall not be entertained.** In case, closing date of submission of Bid happens to be a holiday due to some unforeseen circumstances, the Bids will be received on the next working day at the same time.

## **1.3. Eligibility Criteria**

The Bidder shall have at least five years of experience in the field of housekeeping/utility management services in office premises of Government / Public Sector Undertakings or Large Private Sector Concerns like IT Parks, Malls, Airports, Hospitals etc., in premises with an area of more than 1,00,000 sq ft and employing more than 500 persons.

### **a) Technical Bid**

(1) The Bidder should have satisfactorily completed the following works during the past five years, ending the last day of the month of December 2021.

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- (i) Three similar works each costing not less than Rs.35,00,000/- per annum  
or
- (ii) Two similar works each costing not less than Rs.60,00,000/- per annum  
or
- (iii) One similar work costing not less than Rs.75,00,000/- per annum.

The Bidder should submit the details by way of proof of award of contract, completion certificate and proof of payment to the above effect along with the technical Bid. Eligible similar work(s) should not have been executed through another contractor on back to back basis. Further, if such a violation comes to the notice of the Commission's office, the Bidder will be debarred from the tender process in future. Also, if such a violation comes to the notice of the Commission's office before the commencement of work, it will lead to cancellation of contract and forfeiture of Earnest Money Deposit/Performance Guarantee.

(Note: For this purpose cost of work shall mean gross value of the completed work including cost of material supplied by the Commission / Client but excluding those supplied free of cost. This should be certified by an officer not below the rank of Executive Engineer/Project Manager or equivalent. Similar work shall mean works of **"General mechanized housekeeping works such as cleaning of buildings, toilets, sewer lines, flooring, carpets, furniture, walls, mechanical sweeping and scrubbing, pressure washing, vacuum cleaning, shampooing etc"**).

**(2) The Bidder should have an average turnover of Rupees 1 Crore in housekeeping work in each of the last three financial years (2018-19, 2019-20, 2020-21).** The audited balance sheet should be produced along with pre qualification Bid as evidence thereof.

**(3) Audited Balance Sheet to be attached for 3 financial years (2018-19, 2019-20, 2020-21) along with IT & GST returns as proof.**

- i) Should hold a valid Income Tax PAN, Goods and Service Tax Registration. (Copy should be enclosed)
- ii) Copies of work order, bills or payment certificate.
- iii) Performance certificate as applicable under Part-I of the Pre-qualification Criteria from the Government offices, Corporate Houses or Public Sector Undertakings for which housekeeping services were rendered in the past five years. The certificate should be from the Project Manager or equivalent of a concern for which the services were provided. (for premises with an area of more than 1,00,000 sq ft and employing more than 500 persons.)

**(4) The Bidder should have an office in the Chennai city.**

**b) FINANCIAL BID**

**Financial Bid should be submitted in the prescribed form in Annexure-II and will be based on the monthly charges (including applicable GST) to be paid and should include the cost of personnel deployed and consumables used (including GST).**

Note:

- i) **Minimum wage as specified by the competent authority should be compulsorily paid to the persons engaged.** The contract agency has to furnish an undertaking in the form of Indemnity Bond to pay minimum wage to the personnel deployed by him for this work.
- ii) TDS/Surcharge or any other Tax as applicable will be deducted at source from the monthly bills, as per rules in force.
- iii) No enhancement in rates will be allowed due to any reason during the contract period except statutory increase.

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- iv) **As far as possible the details shall be furnished in the schedules appended to this application.** If the space left for this purpose is found insufficient to furnish the required details additional sheets may be attached to the schedules.
- v) All applicants are cautioned that the tender schedule with deviations from any contractual terms and conditions, specifications or other requirements will be rejected as non-responsive.
- vi) The Contractor shall also be responsible to pay all statutory payments such as ESI, PF, Gratuity etc from within the quoted rates.

**c) FINANCIAL CAPABILITIES**

- (i) The applicant shall be solvent to the tune of at least for Rs.20,00,000/- (Rupees Twenty Lakhs only)
- (ii) Latest solvency certificate issued by a Tahsildar / Scheduled Bank / Nationalized Bank in India.
- (iii) The total contract amount received as shown in the balance sheet should reflect in the income tax return also. In case if there is difference between the contract amount received as depicted in the balance sheets and as furnished in the income tax return, the lesser among the two figures alone will be taken for consideration.
- (iv) The applicant shall have working capital available sufficient to finance two – months current activity which should be certified by a qualified Chartered Accountant.

**1.4. Earnest Money Deposit (EMD)**

i) Earnest money of Rs. 90,000/- (Rupees Ninety Thousand only) shall be deposited in the form of a Demand Draft only drawn in favour of the Secretary, Tamil Nadu Public Service Commission”, payable at Chennai with the Technical Bid.

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ii) Any Tender without Earnest Money Deposit in a manner other than what is mentioned above is liable to be rejected at the discretion of the Secretary, TNPSC. However, Companies having SSI (Small Scale Industry) / NSIC registration in Tamil Nadu or similar / relevant services shall be allowed EMD exemption upon enclosure of relevant Documents as per MSME Act.

**The EMD shall be kept valid for a period of 60 days beyond Financial Bid validity period.**

If for any reason, whatsoever, any Bidder withdraws or amends the Bid in any respect within the validity period or fails to enter into a contract for award of work, the entire amount of EMD will be forfeited.

- a) Offers received without Earnest Money Deposit or without enclosing the proof for claiming exemption shall be rejected. Payment of EMD by cash will not be accepted.
- b) Unsuccessful Bidders' Earnest Money Deposit shall be returned within 30 days after the expiry of the period of Tender offer validity prescribed in this tender.

#### **1.4.1. Refund of Earnest Money Deposit**

Earnest Money Deposit will not carry any interest. Earnest Money so deposited by unsuccessful Bidders will be refunded as soon as possible. Earnest Money deposit of successful Bidder will be converted into Security Deposit.

### **1.5. Method of Submission of Bids**

#### **1.5.1. Contents of Envelopes:**

Bids shall have to be submitted in two separate Envelopes comprising of Technical Bid in Envelope I & Financial Bid in Envelope II. All two inside envelopes should be separately securely sealed and / or stamped. The sealed envelopes must be super-scribed with the following information:

- a) Type of Offer (Technical or Financial)
- b) Tender Reference Number
- c) Name of Bidder

Signature of the Bidder with office seal

### **1.5.2. Technical Bid (Envelope-I)**

a. Technical Bid Envelope shall contain the following documents:

- This tender document should be duly signed by the authorized signatory of the firm in all the pages.
- Demand draft for EMD or copy of the permanent registration certificate issued by the Department of Industries & Commerce, Government of Tamil Nadu.
- Tender offer form duly filled in.
- Bidders Authorization Certificate.
- GST Registration Certificate from concerned Government Department
- Copies of Certificate of incorporation of the firm (e.g. Registration as Partnership Firm, Proprietary concern, Company etc.)
- Copy of Service Tax Registration Certificate.
- Copy of the PAN Card.
- Copy of PF Registration Certificate
- Proof of having executed any of the activities defined in this tender document in Government / Boards / PSU / Academic institutions during the last three years.
- Certificate from its Certified Chartered Accountant stating that the Bidder had a minimum annual turnover of Rupees 1 Crore during any two years between 2016-18.
- Proof in support of Quality Certification received if any
- The bidder should have its own support infrastructure facilities in India.
- Client feedback about the track record of the Bidder
- The bidder should possess adequate equipments either on own or on lease for the proposed sites to carry out the intended services.
- Technical literature, write ups if any, in support of the services tendered for.

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- An affidavit in Rs. 20 NJ stamp paper declaring that the bidder and/ or their joint venture partner were not blacklisted by any State/Central/Quasi Government bodies and the black listing is not in force on the date of bid opening.
- b. The Technical BID (T.B.) shall be complete in all respects and contain all information asked for, except prices. It shall not contain any price information. The T.B. shall indicate whether all services asked are quoted for and that all requirements therefore are also quoted for. The **Technical Bid** must be submitted in an organized and neat manner. No documents, brochures, etc. shall be submitted in loose form. All the pages shall be serially numbered.
- c. Tenders shall be forwarded on the letter Head of the firm, which should contain Phone Number / Fax Number / URL, email and other details of the firm.

### **1.5.3. Financial Bid (Envelope-II)**

- a) Second envelope shall be marked as envelope No.II "Financial Envelope" which contains only price schedule in the prescribed Proforma in Annexure II.
- b) The Financial Bid shall be on fixed price basis, inclusive of all types of applicable taxes. If the prices quoted are accompanied by vague and conditional expressions such as "Subject to any condition or assumptions", the same will be treated as invalid Bid and shall be summarily rejected without assigning any further reason.

### **1.5.4. Submission of Bids**

- a) The Technical Bid and the Financial Bid shall be placed in a separate envelope super scribed: "Technical Bid" or "Financial Bid", as the case may be, followed by the words "**Invitation of Bids for the Mechanised House Keeping in the Tamil Nadu Public Service Commission**" Name of the Bidder and contact address should also be written on the envelope.

- b) The Bidders shall seal the Envelope No.1 as Technical envelope and Envelope No.2 as Financial envelope in separate inner envelope, duly marking the envelopes as "Envelope No.1, Technical Envelope" and "Envelope No.2, Financial Envelope". The two envelopes shall be placed in an outer envelope. The inner and outer Envelopes shall also be addressed to **the Secretary, Tamil Nadu Public Service Commission, Chennai – 600 003**. The name and address of the Bidder shall be written on outer envelope to facilitate return unopened in case it is declared "late".

#### **1.5.5. Deadline for Submission of Bids**

- a) Bids must be received by the Tendering Authority at the address, not later than the time and date specified in the Invitation for Bids. In the event of the specified date for the submission of Bids being declared as a holiday for the Tendering Authority, the Bids shall be received up to the specified time on the next working day.
- b) The Tendering Authority may, at its discretion, extend this deadline for submission of Bids in which case all rights and obligations of the Tendering Authority and Bidders shall thereafter be subject to the deadline as extended.

#### **1.5.6. Late Bids**

Any Bid received by the Tendering Authority after the deadline for submission of Bids prescribed, due to any reason whatsoever, it may be rejected and returned unopened to the Bidder.

#### **1.5.7. Withdrawal of Bids**

Bids cannot be withdrawn after opening and in case the Bidder withdraws after the opening of the Bid, the EMD paid by them shall stand forfeited.

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### **1.5.8. Period of Validity of Bids**

- a) Bids shall be valid for acceptance for a period of 90 days from the date of opening of Technical Bid. A Bid valid for a shorter period shall be rejected by the Tendering Authority as non-responsive.
- b) In exceptional circumstances, the Tendering Authority may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing and shall be binding.

### **1.6. PRE-BID CONFERENCE:**

The pre-bid conference will be conducted on 24.12.2021 at 03.00 P.M. The purpose of the meeting will be to clarify the issues and to answer questions on any matter that may be raised at that stage. The bidders are expected to submit their questions in writing/mail/fax to reach the TNPSC at least 3 days before the meeting to the following address.

**The Secretary,  
Tamil Nadu Public Service Commission,  
TNPSC Road,  
Park town, Chennai -600 003.  
Phone: 044 – 25300333, Fax No. 25300588  
Email: [bsfd.tnpsc@gmail.com](mailto:bsfd.tnpsc@gmail.com)**

The response to the queries will be published in the website for the benefit of all bidders. Non attending of the prebid meeting will not be a cause for disqualification of a bidder.

### **1.7. OPENING OF THE BIDS**

a) The Technical Bids will be opened in the presence of bidder / bidder's representative who choose to attend, at the prescribed time, date and venue. The bidder / bidder's representative shall sign the attendance register. In the event of the specified date of bid opening being declared as holiday for the Tender Inviting Authority, the bids will be opened at the appointed time and venue on the next working day.

**Signature of the Bidder with office seal**

b) The bidder's names, modifications, bid withdrawals and presence or absence of the requisite Bid Security and such other details as the Tender Inviting Authority at its discretion, may consider appropriate will be announced at the opening. No bid will be rejected at opening except for late bids which will be returned unopened to the bidder.

c) The Tender Inviting Authority will prepare the minutes of the bid opening.

d) The price bids of the shortlisted bidder alone will be opened after evaluation of technical bids and the date and time will be intimated only to the bidders whose bids are responsive and selected.

### **1.8. Evaluation Committees**

The Evaluation Committee constituted by the Secretary, Tamil Nadu Public Service Commission, shall evaluate the Tenders and it shall be final.

### **1.9. EVALUATION OF BIDS**

a) Evaluation of the technical bids will be carried out based on the criteria mentioned in the bidding document and the documents furnished by the bidder in their technical bid. The technical and financial capability of the bidder to perform the contracts with respect to the criteria indicated in the bidding document will be taken into account during evaluation.

b) During evaluation, the bidders may be asked for clarification of its bid. The request for clarification and the response shall be in writing. The bidders are not permitted to change their price furnished in the price bid on any account.

c) The bids will be initially examined to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are in order.

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e) The detailed evaluation of the bids will be carried out to determine the substantial responsiveness of each bid to the bidding documents. A substantially responsive bid is one which conforms to all the terms and conditions of the bidding documents without material deviations. Deviations from or objection or reservations to critical provisions such as those concerning eligibility criteria, performance security, applicable law, taxes and duties are deemed to be material deviations. The responsiveness of the bids will be based on the contents of the bid itself without recourse to evidence.

f) A bid determined as not substantial responsive will be rejected and may not subsequently be made responsive by the bidder, by correction of non-conformity.

#### **1.9.1. Award of contract:**

The contract will be awarded to the successful bidder, whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.

#### **1.9.2. Notification of Award**

Prior to expiry of the period of bid validity, the successful bidder will be notified on the acceptance of their bid by means of Letter of Intent.

#### **1.9.3. Signing of Contract**

After Notification of Award and issue of detailed order by The Secretary, Tamil Nadu Public Service Commission, the successful bidder shall enter into contract agreement with the TNPSC within 15 days from the date of issue of detailed order.

#### **1.9.4. Binding Clause**

All decisions taken by the tendering Authority regarding the processing of this tender and award of contract shall be final and binding on all parties concerned. The Tendering Authority, reserves the right:-

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To vary, modify, revise, amend or change any of the terms and conditions in this Bid;

To reject any or all the tenders without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for such decision.

#### **1.9.5. Conditional Tender**

Hypothetical, ambiguous or Conditional tenders shall be summarily rejected.

#### **1.9.6. Interpretation of the Clauses**

In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, the Tendering Authority's interpretation of the clauses shall be final and binding on all parties.

#### **1.10. DISQUALIFICATION OF BIDS:**

TNPSC may at its sole discretion and at any time during the processing of bid, disqualify any bidder from the process if the bidder has:

- 1) Submitted the bid after the scheduled date & time
- 2) Firms not meeting the eligibility criteria
- 3) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- 4) If found to have a record of poor performance such as abandoning works, not properly completing the contracts, inordinately delaying completion, or financial failures etc., and black listed by any State/Central Government departments/Organizations.

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- 5) Submitted an bid which is not accompanied by required documentation and the Bid Security.
- 6) Failed to provide clarifications related thereto, when sought
- 7) Submitted more than one bid.
- 8) Been found to canvass, influence or attempt to influence in any manner the selection process or the committee by offering bribes or other illegal gratification.

### **1.11. Payment Schedule**

- a) No advance payment will be made
- b) In the case of scope of the work as defined in this tender document, payment shall be made within three months from the date of issue of the Payment Clearance Certificate by the Tendering Authority in respect of the completion of the said work in good and satisfactory condition and after verification of the services/reports/tasks conforming to the quality, specifications and other terms and conditions specified in this tender document.
- c) The office of TNPSC will deduct Service/Income Tax and other statutory taxes as applicable from time to time.
- d) The payment shall be made by "Electronic Fund Transfer (EFT). The successful bidder is therefore requested to indicate EFT No. and other relevant details in your offer / bill(s). The Bidder must submit his Banker's name, address, Type of Account & Account No. and IFSC No.

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**1.12. DESCRIPTION OF WORK:**

<b>Sl.No.</b>	<b>Description</b>	
1	No. of Floors	Ground Floor + 6 Floors, Terrace and Counselling Hall
2	Approximate area of a Floor including Corridors, ramp, Officer's rooms, sections, toilets, lift lobbies etc.	95,000 Sq feet (extendable to 1,08,000 sq feet in future) + 3000 Sq.feet Counselling hall
3	No. of staircase in the entire building	3
4	Ramp	1
5	Total No. of Toilets: 1) Male (Common) 2) Female (Common) 3) Male Officer (J.S Room) 4) Differently Abled Persons 5) Toilets in 6 <sup>th</sup> Floor Conference Hall 6) Counselling Hall 7) Parents waiting room 8) Board Room	56 16 14 1 9 1 3 2 10
6	No. of Toilets (Individual) Chambers of Hon'ble Chairman / Members, Secretary, Controller of Examinations	17 (in 2,3,4 & 6 floors)
7	No. of Urinals	20
8	No. of Elevators VIP Ordinary	1 2

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**1.13. FUNCTIONS AND RESPONSIBILITIES:**

- (i) The toilets/chambers and common areas should be cleaned and kept ready for use daily by 09.00 A.M.
- (ii) The common toilets should be cleaned thrice a day 09.00 A.M., 12.00 P.M. and 03.00 P.M. on all days and the entire area should be kept clean and hygienic.

Toilets attached to chambers of officers should be cleaned once every day before 09.00 A.M. and thereupon based on the requirement.

For the ladies toilets, the contractor shall allot female workers and provide lining for the dust bins by way of disposable garbage bags and ensure daily removal of used sanitary napkins. Provision of Wrapper sheets should be done by the Contractor.

All blockages in washbasin, urinals, floors etc., should be removed.

- (iii) The corridors/common areas including parking area, open to sky area and the stair case (Ground floor to 6<sup>th</sup> floor) should be cleaned twice a day.
- (iv) A chart indicating the cleaning schedule and the time of actual cleaning should be displayed in all common toilets.
- (v) The cleaning of wash basins with soft detergent & brush should be done every day. Stain removal should be done once in a week.
- (vi) Lifting, carrying and disposing the dead birds/animals, rats, insects etc, should be done, if found in and around the office building.
- (vii) Roof tops should be cleaned once in 15 day (1<sup>st</sup> and 15<sup>th</sup> of every month)
- (viii) Removal of beehives and cobwebs from the office building and its premises should be done once a week.
- (ix) Cleaning of fans, light fittings, duct tops should be done once in 15 days.
- (x) The Commission Meeting Hall, Board Rooms, Toilets and furniture should be cleaned before 09.00 A.M. on the days of the Oral Test and thereupon based on the requirement.

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- (xi) The Supervisor shall maintain the daily attendance record, absentees list and list of stand-by personnel called for duty.
- (xii) The successful Bidder must employ adult and skilled labour only.
- (xiii) The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities in order to maintain quality services and minimize operational problems.
- (xiv) The successful Bidder/contractor shall arrange all equipments / materials for cleaning, sweeping, wiping, scrubbing, polishing and washing.
- (xv) The Contractor should provide uniforms and protective gear as mandated to all the workers engaged.
- (xvi) List of the House keeping employees with their bio-data or particulars regarding previous employment with other Organisation and language known should be furnished by the successful tenderer.
- (xvii) The tenderer shall provide identity cards with name, color photo, date of birth, temporary or permanent address and phone/ mobile no to contact him/her.
- (xviii) The cleaning materials, perfumes viz hard surface/glass surface/toilet surface cleaners / disinfectants/cleaning powder/bleaching powder, Naphthalene balls, fresheners etc. should be of good quality (Taski or equivalent) and should be used in sufficient quantity to arrest the spread of bad odour. A list of items used should be furnished every month. No additional cost shall be borne by the Commission on this count.

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- xix) The Contractor should store adequate quantity of consumables that is to be used and these should be stored at a designated place within the Tamil Nadu Public Service Commission. The supplies should be replenished well in time and there should not be a shortfall at any given point of time.
- xx) The Contractor should also put use brand new equipments for performing the tasks assigned. The list of consumable items and machinery & equipments required to perform the above function is given at List.
- xxi) Removal of all blockages inside and outside the Toilets, sewer line, etc. should be done then and there by the contractors at his own cost.
- xxii) There shall be at least one Supervisor to monitor and supervise the arrangements and to attend to the complaints that may be brought to his notice by the Under Secretary (BSFD), Tamil Nadu Public Service Commission, Chennai-3. There should female worker to clean the female staff toilets. The attendance should not be less than 95% for the staff deployed. For every absent person, a sum of Rs.500/- per day will be deducted from the monthly payment. The Commission reserves the right to check up the daily attendance that may include biometric attendance marking system or any other foolproof practice. The name and contact number of the supervisor should be displayed at the place assigned on every floor.

**NOTE: The man power requirement is only indicative. Fulfilling of the service levels is the determining factor.**

- xxiii) The contractor should provide service for Holidays when ever necessity arise (at time of Examination and other functioning in the Holidays), for which wages will be allotted as per break up details given by the successful bidders, without any other charges.
- xxiv) Proper registers/records for the work carried out by the workers shall be maintained by the Supervisor for each floor which should be submitted to the Under Secretary (BSFD) every week.

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- xxv) The successful Bidder / contractor shall ensure that all the workers deployed for this work, wear uniform while on duty.
- xxvi) The successful Bidder / contractor should not alter the superstructure of the building or for that matter alter or remove or replace any other parts or pipelines etc. without the prior permission of the Commission.
- xxvii) If any materials inside the toilet is found damaged due to negligence of the workers, the contractor will be penalized for the loss to Commission which will be made good by deducting from the contractor's bill.
- xxviii) The Commission nominated nodal officers incharge of maintenance will supervise the work executed by the Company. In addition, the Commission may authorise any other officer to review the quality of work done.
- xxix) At the commencement of the work every day, the Contractor shall make arrangements to present to the Under Secretary (BSFD) or the person nominated by him regarding the stock of various cleaning materials/agents /compounds and other consumables to record the adequacy of materials to be used for the day. The Under Secretary (BSFD) or the person authorised shall exercise supervision to ensure that the cleaning materials are actually used as per the scales for which the Contractor shall co-operate. The scale (quantity) brand/Specification and use of the chemicals/cleaning solvents shall be specified along with the Tender document for the purpose as in Annexure V.
- xxx) The contractor should keep the Commission indemnified against claims, actions, proceedings brought or instituted against the Commission by any of the contractor's employees or any third party in connection, relating to, or arising out of the services under this agreement.
- xxxi) The contractor shall arrange for disposal of accumulated garbage at the designated place.

- xxxii) On receipt of specific complaints the contractor shall be issued a service deficiency notice. On receiving a deficiency notice, the contractor shall make necessary arrangements to rectify the deficiency within seven days. More than 5 complaints in a month will lead to a penalty of 1% of the monthly amount payable.
- xxxiii) If no improvement is noticed by the Commission in the performance of the contractor after 60 days of issue of deficiency letter the Commission reserves all rights to terminate the contract with forfeiture of performance security and get the works done at the risk and cost of the contractor.
- xxxiv) **Failure to maintain the quality of service by the successful Bidder or the violation of any conditions of contract shall lead to termination of contract.**
- xxxv) The proof of payment of wages of the month should be furnished along with the monthly claim.

**1.13.1. Frequency and Method of cleaning**

Sl. No.	Area	Job	Frequency	Method of cleaning
1	Lifts	Wet and dry mopping	Daily and as per requirement	Manually/ Mechanically
2	Flooring	Wet and dry cleaning -Buffing / scrubbing of floors	Daily before 9.00AM and as per requirement <b>Common areas twice a day</b>	Manually/ Mechanically -Walk behind scrubber and drier
3	Internal Walls/ Column Paneled surfaces/ Fire Extinguishers Wall hangings/ Switch Boards	i. Dry dusting including spot cleaning up to 6ft. Height ii. Wet mopping signage & display boards etc. iii. Vacuum cleaning all surface / grooves etc.	Daily  Weekly  Monthly	Manually/ Mechanically  Manually  Back Mounted Dry Vacuum Cleaner
4	Ceiling	i. Cleaning of Electrical lights & frames etc. ii. Vacuum cleaning of false ceilings iii. Wet/dry cleaning of trusses etc.	Monthly  Quarterly  Quarterly	Manually/ Mechanically  Dry Vacuum Cleaner Back Mounted  Manually/ Mechanically
5	Doors/ Windows/ vertical glazing (inside)	i. Cleaning / stain removal/ cleaning of glass ii. Brass fittings polishing iii. Wood shine on polished doors/wooden hand rail, skirting & beading etc.	Daily as per requirement  Monthly  Fortnightly	Manually / Glass cleaning Telescopic kit  Manually  Manually

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6	Staircases	Cleaning  Scrubbing of steps etc.	Daily Up to 6 <sup>th</sup> floor - twice a day  Monthly	Dry Vacuum cleaner back mounted/ manually  Single disc scrubbing/ Buffing machine/ manually
7	Toilets (Officers Chambers/ Common)	i. Re-filling of toiletries (of reputed brands) such as air fresheners, liquid soap in soap dispensers in Officers Chambers and common toilets  ii. Wall / Floor wet & dry cleaning  iii. Cleaning WC / Wash Basin / Urinals / CP Toilet fittings etc.  iv. Mirror cleaning for keeping dry & stain free  v. Complete washing including wall tiles etc.  vi. Pressure washing	Daily before 9.00 am & subsequently as per requirement.  Daily before 9.00 am.  Daily before 9.00 A.M., 12.00 P.M & 03.00 P.M (Common Toilets)  Daily before 9.00 am & as Per requirement  Weekly  Monthly	Manually  Single disc scrubber / manually  Manually  Manually  Telescopic Kit and Manually  High Pressure Water Jet.
8	Dustbins in toilets and in open area within Building	i. Complete cleaning from inside and outside  ii. Emptying garbage bags.	Weekly  Daily & as per requirement	Manually  Manually
9	Ducts/shafts	Sweeping and Cleaning	Weekly	Manually/ Vacuum cleaning

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10	Table/Cabinets and Other Furniture items	i. Dry dusting, Spot cleaning /stain removal	Daily before 9.00A.M. & as per site requirement	Manually
		ii.Wood shine polishing	Fortnightly	Manually
11	Carpet/	Dry Vacuum cleaning	Daily & as per requirement	Dry vacuum cleaner back mounted
		Spot cleaning	As and when required	Manually /Mechanically Carpet Injection and Extraction machine, single disc scrubber with foam generator, dry vacuum cleaner, dry and wet Vacuum cleaner.
		Shampooing	Monthly & as per requirement	
12	Venetian Blinds	i.Vacuum cleaning / dusting	Weekly	Manually / Dry Vacuum Cleaner
		ii.Shampooing	Quarterly	Mechanically / Manually
13	Upholstered sofas/chairs	i.Dusting of chairs/ Sofas	Daily	Manually
		ii.Vacuum cleaning	Fortnightly & as per requirement	Dry vacuum cleaner back mounted
		iii.Spot Cleaning	As and when required	Manually / Mechanically
		iv. Shampooing	Once in two months	Carpet Injection and Extraction machine, single disc scrubber with foam generator, dry and vacuum cleaner
14	Cobwebs	i.Cobwebs removal	Once a week	Dry Vacuum cleaner and manually
15	Door mats	i.Dusting and Cleaning	Daily	Dry vacuum cleaner back mounted and manually

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16	Removal of Garbage		Daily	Trolleys/ Manually
17	Artificial plants	Taking out resetting & cleaning by chemical Normal washing	Quarterly Monthly	Manually / Mechanically Chemical as approved by Engineer-in-Charge
18	Area near exit gates	Cleaning of all area near exit gates	Daily thrice	Manually / Mechanically
19	Pigeon Droppings	Cleaning of Pigeon droppings	Daily	Manually/ Mechanically
20	Shifting of furniture	Shifting of furniture	As per requirement	Manually
21	Maintenance of plants / gardens	Sweeping and Watering the plants Cutting & Trimming of plants	Daily Monthly Twice	Manually

**Note:** The schedule will be drawn up for activities that are to be taken up at regular intervals for the compliance of the Contractor.

#### **1.14. ABANDONMENT OF WORK**

- a) The applicant should not have had any of his contracts terminated/ rescinded due to breach of contract on the part of the applicant during the past "FIVE" years by any of the above said undertaking / departments.
- b) Information regarding current litigation /debarment / expelling of applicant or abandonment of work as per Annexure-III.
- c) Sworn affidavit duly certified by Notary Public, is to be produced vide Annexure-IV (Specimen appended) – in Twenty Rupees Non – Judicial Stamp paper.

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**1.15. SECURITY DEPOSIT**

- a) The successful Tenderer / Bidder would be required to remit Security Deposit equivalent to five percent of the value of the contract price for 1 year within fifteen days from the date of receipt of communication intimating them of the acceptance of the tender.
- b) The security deposit furnished by the Tenderer in respect of his tender will be returned to him at the end of the contract period subject to the satisfaction of the Department.
- c) In case of successful tenderer, the Earnest Money Deposit if paid may be adjusted towards Security Deposit payable by him.

**1.16. FORFEITURE OF EARNEST MONEY DEPOSIT**

If the successful tenderer fails to act according to the Tender conditions or backs out after his Tender is accepted, his Earnest Money Deposit will be forfeited to the Commission.

**1.17. UNDERTAKING**

An undertaking to abide by the terms & conditions if any modified later in the contract conditions by the Secretary, Tamil Nadu Public Service Commission, Chennai-3.

**Signature of the Bidder with office seal**

**LIST****Consumables items**

<b>ITEMS</b>
BUCKETS
CHECKED CLOTH-BIG
COCONUT OIL
GLASS CLEANING CLOTH
MASKS
PATTI PLATE
ROUND MOP (set)
ROUND MOP Refill
RUBBER GLOVES
(SCOTCH BRITE / GALA EQUIVALENT) SCRUBBER SMALL
SPRAYGUN
WASHING POWDER (REPUTED BRAND)
SURGICAL GLOVES
TABLE WIPER
URINAL CUBE
REST ROOM SURFACE CLEANER (REPUTED BRANDS)
HARD SURFACE CLEANER
GLASS CLEANER LIQUID
AIR FRESHNER
TOILET CLEANER
MOP
PLUNGER (Big)
GALA or equivalent Mop (Set)
ALA or equivalent
BLEACHING POWDER
FLOOR WIPER
FLOOR SCRUBBING BRUSH
ROAD BRUSH
COCONUT BROOMS
SOFT BROOMS
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DUST BINS Big (Swing)
REST ROOM DUST BINS BIG (Open)
DUST BINS PEDESTAL (Medium)
DUST BIN COVER EXTRA LARGE
GARBAGE COVER
COB WEB STICK
TOILET BRUSH
DUST PAN
BUCKETS(Small and large)
LOCKERS & CUPBOARDS FOR STORAGE

Note: The list of consumables is not exhaustive and the quantity should be arrived at by the Contractor with the prior approval of the Tamil Nadu Public Service Commission. The type of materials qualitative company products to be used is indicated in Annexure:V. **This has to be strictly complied with.**

### **Machinery & Equipments items**

<b><u>Sl.No.</u></b>	<b><u>Equipment</u></b>	<b><u>Quantity</u></b>
1	Wet and dry vacuum cleaner (60 lt)	2
2	Walk Behind Scrubber drier	2
3	Wringer trolley (double)	15
4	Telescopic pole (9m)	3
5	Mopping Bucket	15
6	Signage Boards	1
7	Caddy basket	10
8	Cobweb sticks	12
9	High Pressure jet pump	1
10	Jet Spray (Airwick or equivalent)	2

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**TAMIL NADU PUBLIC SERVICE COMMISSION**  
**TNPSC ROAD, PARK TOWN**  
**CHENNAI – 600 003.**

**ANNEXURE - I**

**TECHNICAL BID**

All information called for in the forms should be furnished against the respective columns. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable".

**A. Profile of the Company**

1	Name of the Organisation	:	
2	Structure of the Organisation	:	
3	Address of the Organisation	:	
4	Phone Number	:	
5	Fax Number	:	
6	E-mail address	:	

**Signature of the Bidder with office seal**

**(B). We have enclosed the following documents:**

(Bidder has to mention against each item whether it is enclosed or not. If enclosed please mention the page number for ready reference)

<b>Sl. No.</b>	<b>Name of the Document</b>	<b>Enclosed / Not Enclosed</b>	<b>Page No</b>
1.	Tender document duly signed by the authorized signatory of the firm in all the pages.		
2.	Demand Draft for EMD or copy of the permanent registration certificate issued by the Department of Industries & Commerce, Government of Tamil Nadu.		
3.	Tender offer form duly filled in and signed.		
4.	Bidder's Authorization Certificate		
5.	Copies of Certificate of incorporation of the firm (e.g. Registration as Partnership firm, Proprietary concern, Company etc.)		
6.	Copy of Service Tax / GST Registration Certificate.		
7.	Copy of the TIN certificate		
8.	Copy of PF registration certificate		
9.	Proof of having executed an assignment in clause 2 (ii) of this tender document in Govt/PSU/Large Private Sector Concerns Institution during the past five years		
10.	Certificate from its Certified Chartered Accountant stating that the Bidder had a minimum annual turnover of Rupees 1 Crore during any two years during the period from 2015-2016 to 2017-2018.		
11.	Proof in support of Quality Certification received if any		

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12.	Infrastructural details		
13.	Client feedback about the track record of the Bidder		
14.	Other documents (As specified in the tender document) i. .... ii. .... iii. .... iv. .... v. ....		

**Certificate**

I / We have read the tender documents completely and understood the requirements and conditions laid down in it. I / We certify that our firm is eligible to participate in this tender as per the eligibility criteria specified in this tender document. I/We will abide by the tender Terms and Conditions given in the documents. I/We have signed in all the pages of the tender documents.

**Signature of the Bidder with office seal**

**ANNEXURE – II**

<b><u>NAME OF WORK:</u></b> MECHANISED HOUSE KEEPING IN THE TAMIL NADU PUBLIC SERVICE COMMISSION, CHENNAI-600 003.	
Quote for total monthly charges for the above said work including cost of personnel, consumables and GST.	Rs. .... (in words.....)

**Breakup details**

Cost of Cleaning Materials per month	
Cost of Machineries deployed per month	
Manpower & Supervisory charges per month	
Administrative charges	
Taxes (GST)	

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**ANNEXURE - III**

**INFORMATION REGARDING CURRENT LITIGATION/DEBARRING/  
EXPELLING OF APPLICANT OR ABANDONMENT OF WORK BY THE  
APPLICANT**

1. (a) Is the Applicant currently involved in any Arbitration / Litigation relating to the Contract works **Yes / No**

(b) If yes, Details thereon

2. (a) Has the Applicant or any of its constituent partners been Debarred/ Expelled by any Agency during the past "Five" years **Yes / No**

(b) If yes, Details thereon

3. (a) Has the Applicant or any of its constituent partners failed to complete, any contract work during the past "Three" years

(b) If yes, give details thereon **Yes / No**

**Signature of the Bidder with office seal**

**ANNEXURE – IV**

**AFFIDAVIT to be certified by a Notary Public**

To

The Secretary  
Tamil Nadu Public Service Commission,  
TNPSC Road,  
Park Town, Chennai-600 003.

Respected Sir,

This to certify that we .....(Name of the Company) .....

- 1) Have not been currently involved in any Arbitration / Litigation relating to the Contract works.
- 2) We or any of our constituent partners have not been Debarred / Expelled by any Agency during the past "Five" years.
- 3) We or any of our constituent partners have not failed to complete, any contract work during the past "Three" years.
- 4) We abide by the terms & conditions, if any, modified later in the contract conditions by the Secretary, Tamil Nadu Public Service Commission, Chennai-600003.

Authorised Signatory

Signature of the Bidder with office seal

**ANNEXURE – V****MATERIALS :CLEANING AGENTS**

All the cleaning agents used for the project shall be bio-degradable and environment friendly so that it does not cause any harm to workers, passengers & the objects for which it is used. It shall follow all the mandatory International & National standards of chemicals. Some of the brand for different cleaning surfaces is suggested below:

<b>S.No.</b>	<b>SURFACES TO BE CLEANED</b>	<b>MAKE</b>
1	Bathroom Items	Lever/Taski/Ecolab
2	Rooms offices, items laminated furniture, PC, Marbles, granite floors	Johnson Diversy / Taski/Ecolab
3	Glass Surfaces	Johnson Diversy / Taski/Ecolab
4	Wood Polish furniture	Johnson Diversy / Taski/Ecolab
5	Room air fresher (Spray)	Johnson Diversy / Taski/Ecolab
6	WC urinals	Johnson Diversy / Taski/Ecolab
7	Bathroom cleaner (Hard water)	Johnson Diversy / Taski/Ecolab
8	Carpet Shampoo	Johnson Diversy / Taski/Ecolab
9	Carpet deep cleaning	Johnson Diversy / Taski/Ecolab
10	Floor Stripers	Johnson Diversy / Taski/Ecolab
11	Kota, vinyl, Mosaic tiles - polish	Johnson Diversy / Taski/Ecolab
12	Marble Floors - Polishing	Johnson Diversy / Taski/Ecolab
13	Kota and hard floor	Johnson Diversy / Taski/Ecolab
14	Kota Vinyl, Mosaic tiles	Johnson Diversy / Taski/Ecolab
15	Hand disinfectant before	Johnson Diversy / Taski/Ecolab
16	Restorative product for fixture	Johnson Diversy / Taski/Ecolab
17	Hand soaps	Lever/Taski/Ecolab
18	Wooden polish	Johnson Diversy / Taski/Ecolab
19	Mops and brushes	Gala/ Scotchbrite/equivalent

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**ANNEXURE – VI**

**THE FIRM IS REQUESTED TO FOLLOW THE CHECK LIST AT THE TIME OF SUBMISSION OF TENDER DOCUMENT WITHOUT WHICH THE OFFER IS LIABLE TO BE CANCELLED.**

<b>S.No.</b>	<b>CHECK LIST</b>	<b>SUBMITTED</b>
1	EMD (DD only)	(Yes / No)
2	ANNUAL TURNOVER	(Yes / No)
3	SOLVENCY CERTIFICATE	(Yes / No)
4	AUDITED BALANCE SHEET	(Yes / No)
5	INCOME TAX PAN	(Yes / No)
6	SERVICE TAX REGISTRATION	(Yes / No)
7	EXPERIENCE / PERFORMANCE CERTIFICATE	(Yes / No)
8	ORIGINAL DOCUMENTS MUST BE SIGNED AT ALL PAGES IN INK.	(Yes / No)
9	MANPOWER ON ROLL.	(Yes / No)
10.	SWORN-IN AFFIDAVIT	(Yes / No)

**Signature of the Bidder with office seal**