



Kendriya Vihar-II Apartment Owners' Association

Community Centre-1, Kendriya Vihar-II, Plot No.3, Sector-82, NOIDA-201304, U.P.

(Website: www.noidakv2.org ; E-mail: noidakv2@gmail.com ; Tel: 0120-2463700)

No.AOA/Horticulture/2012-13/

Dated : 26 -07-2013

Invitation of Tender for Housekeeping Services

Sealed and subscribe quotations are hereby invited on behalf of the President, Apartment Owners Associations (AOA), Kendriya Vihar, Sector-82, Noida for providing Housekeeping Services inside the Kendriya Vihar-II complex from genuine contractor having at least two (2) years of experience in such field up to 18 August 2013 at 1700 hrs and same shall be opened on the same day at 1900 hrs in the presence of contractor/members who intend to be present as per terms & conditions given at Annexure-2.

2. Bidding against this 'Invitation of Tender' does not automatically make an entity eligible for this tender. It is the responsibility of the contractor to prove his eligibility by submitting necessary documents along with the tender. A tender from ineligible contractor will be rejected.

3. The AoA , KV-II, Sector-82 , Noida reserves the right to accept the tender bid either in part or full or to reject any tender either in part or full without assigning any reasons thereto.

4. The Contractor shall deposit Rs10000/- as Earnest Money (EMD) with the tender in the form of bank draft in favor of Apartment Owners' Association, Kendriya Vihar-II, Noida. The EMD of the unsuccessful contractors shall be returned after award of work to successful bidder, while same of the successful bidder shall be kept as Security Deposit in lieu of performance.

5. The offers submitted by the bidders will be evaluated on the basis of rates quoted by them for required number of labours and materials as mentioned in Annexure-1. The award of contract shall be subject to the fulfillment of eligibility criteria.

6. Interested firms/entities must submit bids in their official letterhead giving relevant information as illustrated in Annexure-1.

7. The detailed Terms & Conditions and Scope of Work is attached at Annexure-2. The bidders are required to furnish acceptability of each and every terms & conditions by signing on each page of the Terms & Conditions enclosed as Annexure-2.

8. The bidder is advised to inspect all areas in the KV-II complex including streets, common areas such as staircases, car parking, roof-top, covered and uncovered drains etc. so as to get a clear idea about the work involved. Any clarifications regarding the scope of work or any other information can be obtained from the office of AoA on working days. The bidder can obtain the tender document from AOA, KV-II office on all working days by depositing Rs100/- (Rupees One Hundred only) in cash.

9. The tender document is also available on AOA, KV-II web site (www.noidakv2.org). The bidder who wants to download the tender document for submission has to submit the tender cost of Rs100/- in the form of bank draft in favour of KV-II, AoA payable at Noida.

10. The estimated value of the work is Rs12.0 Lakh per annum approximately

The offer of the tenderer must contain the following:

1. Tender Proforma duly signed and sealed by the tenderer
2. List of existing clients/ offices where horticulture services are currently being provided by the tenderer / contractor (please attach copies of orders/contracts)
3. Copy of PAN/TAN No.



(D. P. Singh)
Secretary, AOA

To,
M/s.....
.....
.....

Tender Proforma for Housekeeping Services

(To be submitted in official letterhead)

Company/Agency Details

- 1) Name of the Registered Firm:
- 2) Complete Office Address and Telephone Numbers:
- 3) Proprietor's Name and Telephone Number:
- 4) Email ID:
- 5) Name and Telephone Number of Contact Person:

Financial Proposal:

- (i) Suggested number of persons to be employed for Housekeeping services (excluding door-door garbage collection) and wages thereof:

Type of Personnel	Required Number	Rate/ wage per head (Rs)	Total
Supervisor	1		
Cleaners/ Sweepers	20		

- (ii) Estimated cost of materials (brooms, buckets, wipers, mopping cloths, phenyls, disinfectant, kerosene oil, etc.) for providing housekeeping services per month:
- (iii) Payment offered by the Agency to AOA in lieu of door to door garbage collection from 2276 flats of the society during 6 am -10 am:
- (iv) Total Contract Value (Per Month net of payment to the AOA for door to door garbage collection):

Other Details

Name, address and Telephone Numbers of Existing Clients (attach separate sheet):
Any Other Information:

Date:

Signature of the Tenderer



Housekeeping Services in KV-II, Sector-82, NOIDA

Terms & Conditions

1. Personnel

- 1.1. The Contractor shall provide comprehensive housekeeping services in the KV-II Complex on all seven (7) days of the week as per the agreed Scope of Work by employing 21 full time workers comprising one (1) Supervisor and 20 cleaners/sweepers.
- 1.2. The Contractor shall separately employ adequate number of laborers for door to door collection and disposal of garbage and pay an agreed amount to the AOA every month.
- 1.3. The personnel, responsible for door to door garbage collection and its disposal, shall start work at 06.00 am and complete the job by 10.00 am everyday. Other personnel engaged for cleaning/sweeping/moping etc. shall work during normal working hours (9 am to 5 pm).
- 1.4. The contractor shall ensure that leave reserve personnel are arranged quickly without any loss to housekeeping work.
- 1.5. The Supervisor deployed by the Contractor must be qualified for such job having at least two years of experience in supervising housekeeping job mentioned in the Scope of Work. He shall plan Block wise cleaning work in advance and oversee its implementation to the satisfaction of AOA KV-II.
- 1.6. The Supervisor shall maintain regular liaison with the Housekeeping Incharge (AOA) and be available in the KV-II premises during working hours and also as and when required.
- 1.7. The Supervisor shall check attendance of employed persons and submit the same in the AOA office on daily basis.
- 1.8. The Contractor shall furnish to the AoA complete details of the personnel employed by him for housekeeping job in the KV-II complex including name, photo, residential and permanent address along with police verification document before actual commencement of the services.
- 1.9. The Supervisor and the personnel deployed for housekeeping job shall wear uniform or color jacket/vests as approved by the AOA and wear Photo ID card indicating name of the person, contractor's/firm's name & address, for identification purpose during duty hours and for ease of security purpose of the KV-II Complex. The cost of uniform or jacket/ Photo ID card shall be borne by the Contractor.



- 1.10. The Contractor shall ensure that all rules/regulations as stipulated under Payment of Wages Act, Employees State Insurance Scheme, Employees Provident funds Act, Child Labour Prevention Act, Laws on prevention of Sexual harassment at workplace, etc., are fully adhered to and no infringement on this account is caused directly or indirectly.

2. Materials

- 2.1. The Contractor shall purchase all materials required for cleaning/housekeeping job in KV-II including brooms, buckets, wipers, mopping cloths, phenyls, kerosene oil, etc.) after prior approval of the Housekeeping Incharge, AOA KV-II.
- 2.2. The cost of such materials procured for housekeeping services every month shall not exceed the total agreed amount meant for such materials. All materials so procured shall be the property of AOA, KV-II.
- 2.3. The Contractor shall maintain a Stock-Register of materials indicating date of their purchase, use of consumables and wear & tear. The Stock-Register shall be verified by the Horticulture Department from time to time.

3. Period of Contract

- 3.1. This Contract with the AOA shall be valid for a period of **one (1) year** from the date of signing of the contract. The Contract period can be extended for further period by mutual consent.
- 3.2. The AOA shall have the right to terminate the Contract with one month prior notice if the performance of the contractor is not found up to the mark as per the contract agreement.

4. Payment Terms

- 4.1. The contractor shall generate bills on monthly basis by 4th date of every month, enclosing attendance sheet, bills of materials procured, and a work report vis-à-vis scope of work.
- 4.2. Payment to the Contractor shall be made through A/c payee cheque after proper verification of bills and ensuring satisfactory completion of work. Tax and surcharge as per the rules in force shall be deducted.
- 4.3. Proportionate deductions for shortage of attendance of manpower employed in a month shall be made.
- 4.4. The Contractor shall indicate the cost of materials separately and its payment shall be on actual basis subject to the maximum ceiling.
- 4.5. The AoA, KV-II, Sector-82, Noida shall have the right and be entitled to withhold payment to the contractor in the event of any breach of terms & conditions of the agreement. The opinion of the President or his authorized representative in this regard shall be final.

5. Payment to the AOA for Garbage Collection



- 5.1 The Contractor shall pay to the AOA an agreed amount per month for door to door garbage collection and its disposal.

6. Other/ General

- 6.1. The Contractor shall undertake cleaning of covered drains as and when required, preferably before the onset of monsoon to prevent water-logging, by employing additional labours. Labour charges for such cleaning will be borne by the AOA.
- 6.2. The Contractor shall prepare Block-wise duty roster of personnel employed by him in consultation with the Housekeeping Incharge and ensure its implementation. He shall also periodically brief the AOA representatives / Housekeeping Incharge about the work being done by him and his plans to improve it further.
- 6.3. The Contractor/Supervisor shall ensure that a **Weekly Work Report** (as per Annexure) duly filled and signed by AOA members in all 120 Blocks is submitted in the AOA office for perusal of the Housekeeping Incharge.
- 6.4. The Contractor/ Supervisor shall ensure that deliberate wastage of water, electricity and misuse of other facilities of AOA, KV-II by their personnel is avoided.
- 6.5. The Contractor shall arrange water proof bags for collecting garbage/waste and ensure that these are not spilled anywhere in the KV-II complex.
- 6.6. The waste collected from the KV-II complex shall be taken away without any delay and disposed off suitably outside the periphery/campus on daily basis. The contractor shall make necessary arrangement in this regard.
- 6.7. The contractor shall maintain a register for complaints related to works assigned to him and shall attend to the complaints on the same day or within reasonable time depending on the nature of the work to the best satisfaction of the AOA, KV-II/ residents.

7. Performance/ Security Deposit

- 7.1 The Contractor shall furnish a **Performance/ Security Deposit** of Rs. 10,000 (Rupees Ten Thousand only). The EMD deposited by the contractor at the time of bidding may be adjusted against **Performance/ Security Deposit**. This amount shall be refunded to the Contractor on satisfactory completion of contracted service or as and when the contract is terminated after settling any loss/damage of KV-II property.
- 7.2 It will be obligatory on the part of the contractor to maintain the contract for a minimum period of one year at the quoted rates. Any termination of the contract on the part of the Contractor shall make him liable to forfeiture of Performance/ Security Deposit.



8. Penalty

- 8.1. Suitable financial penalty shall be imposed on the Contractor in case he fails to provide the services as per terms & conditions of the Contract. The penalty amount shall be decided by the AOA.

SCOPE OF WORK AND SCHEDULE

The Contractor shall plan and undertake housekeeping job to improve overall cleanliness of the complex by adhering to the following schedule:

Sl. No.	Type of Work	Frequency
1	Door to door garbage collection (6-10 am)	Daily
2	Sweeping of common floor areas, staircases & lift cars	Daily
3	Mopping of common floor areas, staircases railings & lift cars; Removing bills & stickers	Every alternate day
4	Picking of garbage, polythene and other waste from streets, parks and other common areas using a cart/ rickshaw	Daily
5	Sweeping of colony roads, streets & parks and parking space	Thrice a week
6	Cleaning of terraces	Once in two months
7	Cleaning of Open Drains	Thrice a Week
8	Cleaning of Covered Drains	As and when required on additional payment basis.
9	Spraying disinfectant/ pesticides in drains to stop mosquito breeding	Monthly
10	Garbage disposal at designated landfill area	Daily

