



**INTERNATIONAL ADVANCED RESEARCH CENTRE FOR
POWDER METALLURGY AND NEW MATERIALS (ARCI)**

Balapur P.O, R.R. District, Hyderabad – 500 005, Telangana, India

Tel: 040-24452326, Fax: 040-24442699

Web Site: www.arci.res.in eMail: stores@arci.res.in

Tender No. SC20180022/WO

Date: 23.08.2018

e-TENDER DOCUMENT
**HOUSEKEEPING SERVICES FOR 2ND, 7TH AND 8TH FLOOR
AT ARCI, CHENNAI OFFICE**

1.	EMD (Earnest Money Deposit/Bid Security)	Rs. 45,000.00
2.	e-Tender document published date	23.08.2018
3.	Bid documents can be accessed from	https://eprocure.gov.in/eprocure/app
4.	Clarification start date and end date	24.08.2018 to 30.08.2018
5.	Bid submission start date and time	31.08.2018, 9:00 AM onwards
6.	Bid submission end date and time	20.09.2018 before 03.30 PM
7.	Online Bids opening date and time (for Technical Bids)	24.09.2018 at 03:00 PM (Monday)



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Instructions to Bidders

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NOTICE FOR INVITING OPEN E-TENDER

International Advanced Research Centre for Powder Metallurgy and New Materials (henceforth referred to as ARCI) is an Autonomous Research and Development Centre of Department of Science and Technology (DST), Government of India with main campus at Hyderabad and with operations in Chennai and Gurgaon.

SERVICE: HOUSEKEEPING SERVICES FOR 2ND, 7TH AND 8TH FLOOR AT ARCI CHENNAI OFFICE.

You are invited to submit your most competitive online quotation through CPP Portal (Central Public Procurement Portal) website <https://eprocure.gov.in> on or before the prescribed due date. Manual bids shall not be accepted except for the original documents, if any mentioned in this tender.

Complete tender can be viewed and submitted through <https://eprocure.gov.in/eprocure/app>. To use the Electronic tender portal <https://eprocure.gov.in/eprocure/app> the bidders need to register on the portal.

Tender Enquiry No: (Case No.) SC20180022 date 23.08.2018

- Last date and time of submission of Tender online (EMD, Technical Bid, and Price Bid): 20.09.2018 before 03:30 PM.
- EMD should be in the form of Demand Draft drawn in favour of **Director, International Advanced Research Centre, payable at Hyderabad.**
- Services to be provided at:

**ARCI-CHENNAI CENTRE (2ND, 7TH AND 8TH FLOORS)
IITM RESEARCH PARK, 7TH FLOOR, PHASE 1, SECTION B
6 KANAGAM ROAD
TARAMANI, CHENNAI 600 113, TAMIL NADU, INDIA**

Validity of Bid

Quotation should have minimum validity of **120 days** from the date of opening

Last date for submission: 20.09.2018 before 03:30 PM

The bidders are required to submit soft copies of their bids electronically on the CPP Portal before the last date stated above using valid Digital Signature Certificates.

All the tenders, in which any of the prescribed conditions are not fulfilled or incomplete in any respect are liable to be rejected.

Bidders shall select the payment option as offline to pay the EMD and enter details of the Demand Draft, etc

Clarification on bid

Bidders can seek clarification as per the schedule start and end date through email IDs given below:

For technical clarifications: **parthasarathysampathkumar110@hotmail.com**

For commercial clarifications: **stores@arci.res.in**

Opening of the tender

- Only the Technical bid shall be opened online on the date of the tender opening. Price bids of only those firms will be considered for opening whose offer would meet all tender requirements including compliance to technical specifications and has passed all tender conditions/ technical evaluation.
- After opening of the price bids, detailed comparative statement will be generated online and the finalization of successful bidder will be done on L-1 (lowest price) basis as per CPP Portal.

Award of Contract

Contract will be awarded to successful bidder and a copy of the award of the contract will be uploaded in CPP portal after finalizing the tender.

DISQUALIFICATION OF TENDERS:

The tenders are liable for rejection in the following circumstances:

- If they are not in line with the terms and conditions of this tender notice.
- Conditional quotations
- Incomplete tenders
- Tenders without EMD
- Tenders submitted through Fax or e-mail.

Director, ARCI reserves the right to accept or reject any or all tenders either in part or in full or to split the order without assigning any reasons there for.

The original hard copies of Technical Bid documents along with EMD, supporting documents, etc., should be submitted on or before the due date to the following address:

International Advanced Research Centre for Powder Metallurgy and New Materials, Balapur Post, Hyderabad – 500 005, Telangana

IMPORTANT NOTE: Amendment, Corrigendum if any to this tender document, WILL BE HOSTED ONLY IN ARCI WEBSITE and CPP Portal and no separate Press Notification will be issued. Bidders are advised to visit our website and CPP Portal regularly to know such details.

Director, ARCI, Hyderabad

SPECIAL INSTRUCTIONS FOR ONLINE BID SUBMISSION:

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portalfore-Procurement are at <https://eprocure.gov.in/eprocure/app>. The bidders must carefully follow the instructions.

- Possession of valid Digital Signature Certificate (DSC) and enrolment/registration of the contractors/bidders on the e-procurement/e-tender portal is a prerequisite for e-tendering.
- Bidder should do the enrolment in the e-Procurement site using the "Click here to Enroll" option available on the home page. Portal enrolment is generally free of charge. During enrolment/registration, the bidders should provide the correct/true information including valid e-mail-id. All the correspondence shall be made directly with the contractors/bidders through e-mail-id provided.
- Bidder need to login to the site through their user ID/ password chosen during enrolment/registration.
- Then the Digital Signature Certificate (Class III Certificates with signing key usage) issued by NIC/SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on e-Token / Smart Card, should be registered.
- The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- Contractor / Bidder may go through the tenders published on the site and download the required tender documents/ Annexures for the tenders he/she is interested.
- After downloading / getting the tender document/ Annexures/ Appendices, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
- If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum / addendum published before submitting the bids online.
- Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of the e-Token/ Smart Card to access DSC.
- Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.
- From my tender folder, he selects the tender to view all the details indicated.
- It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender Annexures and appendices carefully and upload the documents as called for; otherwise, the bid will be rejected.
- Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ Annexure and generally, they can be in PDF/xls/rar/zip/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Each document to be uploaded through online for the tenders should be

less than 2 MB. If any document is more than 2MB, it can be reduced through zip/rar and the same can be uploaded, if permitted. Bidders Bid documents may be scanned with 100 dpi with black and white option. However if the file size is less than 1 MB the transaction uploading time will be very fast.

- Bidder should take into account the corrigendum / addendum published from time to time before submitting the online bids.
- The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- Bidder should submit the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender. **Scanned copy of the instrument should be uploaded as part of the offer.**
- While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- The bidder has to select the payment option as offline to pay the EMD as applicable and enter details of the instruments.
- The details of the DD/BC, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable.
- The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
- The bidder has to upload the relevant files required as indicated in the covered content. In case of any irrelevant files, the bid will be rejected.
- **If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price Bid/ BOQ template must not be modified/replaced by the bidder, else the bid submitted is liable to be rejected for this tender.**
- The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.
- After the bid submission (i.e after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the

particular tender and will also act as an entry pass to participate in the bid opening date.

- The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
- All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers. The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
- For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. For any further queries, the bidders are asked to contact over phone as mentioned in the CPP website or send an email to - cphp-nic@nic.in.

PART-1
TECHNICAL BID - TERMS AND CONDITIONS

The following documents are to uploaded in the Technical Bid cover in the CPP Portal :-

- (a) Profile of the service provider/tenderer/agency, details of manpower, infrastructure available, proposed scheme/plan for Housekeeping services at ARCI, Chennai.**
- (b) Each page of the tender document must be duly signed and uploaded by the tenderer as token of acceptance. If any deviation is proposed by the tenderer, the same must be clearly indicated and enclosed as deviation list but tenders with significant deviations and/or merely enclosing tenderer's printed conditions of their own terms and conditions will make the tender liable for rejection.**
- (d) List of major Housekeeping services executed during the previous five years along with copies of work orders/references and details of contact persons.**
- (e) Statement showing the turnover during the past three years supported by balance sheets, profit and loss accounts and Income Tax Returns.**
- (f) Solvency certificate from any nationalized bank at least for 50% of the tendered value.**
- (g) Copies of GSTIN No/EPF/ESI registration certificates and PAN card.**
- (h) License from Central Labour Authorities for providing Housekeeping services.**

Any person signing the tender shall submit documentary evidence that his signature on the tender, submitted by him is legally binding upon himself, his firm or company, as the case may be.

The tenderer shall produce satisfactory proof that he is financially in a position to fulfill the contractual obligations offered to be undertaken by him. The tenderer shall indicate the details of his banker

The tenderer shall produce Labour License Certificate or letter to the effect that he/she is capable of obtaining license to employ contract labor from Central Labour Authorities on award of the contract.

A. General instructions:

- a) The bidder should submit the scanned copy of the Technical Bid for online submission and original hard copy of all the documents must be submitted in an organized and structured manner. No brochures/leaflets etc. should be submitted in loose form. Please indicate page nos. on your quotation. The price should not be mentioned anywhere in this document.
- b) The original hard copies of Technical Bid documents along with EMD should be submitted on or before the due date. The bidder should ensure that all the technical documents submitted through online and hard copies are one and the same. If any deviation is found, the tender is liable to be rejected.**
- c) Price Bid should be submitted online and no other mode of submission is acceptable.**
- d) The technical offer should be complete to indicate that all products and services asked for are quoted. Each page of the bid and strikeout/corrections shall be duly signed and stamped by the bidder. Unsigned Tenders are liable to be rejected. Failure to comply with this requirement may result in the bid being rejected.
- e) The purpose of certain specific conditions is to get or procure best product/service etc. for ARCI. The opinion of Technical Committee shall be the guiding factor for technical short listing.

TERMS & CONDITIONS

1. The terms as per the contract shall be governed by ARCI's general rules and regulations.
2. The contractor shall employ the maintenance staff with hands-on experience depending upon the area to be maintained. The contractor should ensure that his personnel carry out the work in an appropriate manner. Incomplete/unsatisfactory work or loss of property may attract penalty as decided by the Director.
3. The contractor shall employ only Indian Nationals after proper verification of their antecedents and shall ensure that no person of doubtful antecedents and nationality is in any way be associated with the work.
4. The contractor shall obtain a valid license under the Contract Labour (R&A) Act, 1970 and rules framed there under and continue to hold it till the completion of the contract.
5. The contractor shall maintain the following registers as per the contract labour (Regulation and Abolition) Act, 1970.
 - (a) Register of workmen as per form XVI of Rule 75
 - (b) Employment cards as per form XIV of Rule 76
 - (c) Muster roll register as per form XVI of Rule 78
 - (d) Register of wages as per form XVII of Rule 78
 - (e) Any other registers as required under any statutory authority of the Country.
6. The contractor shall comply with the statutory provisions of various acts governing the nature of work like Payment of wages Act, 1936, Minimum wages Act, 1948, Employment Liability Act, 1938, Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefits Act, 1961 and Contract Labour (Regulation &

- Abolition) Act, 1970 or the modifications thereof and other laws relating thereto and the rules made there under from time to time.
7. Notice showing the rates of wages, hours of work etc. shall be submitted to the office of the labour enforcement officer.
 8. The contractor on receiving any complaint from the Director shall attend to it and complete the job immediately to the satisfaction of the Director. In case of non-compliance, a penalty of Rs. 500/- shall be imposed on each occasion. If the work is not found satisfactory in a particular area and is not up to the expected standards, an amount as decided by the Director shall also be deducted from the Contractor's bill and the amount so deducted shall be final.
 9. The contractor has to make arrangements for carrying out the emergency jobs such as additional maintenance if any required during the visits of VVIPs/VIPs by mobilizing additional manpower.
 10. The contractor shall not be entitled to any additional payment during the tenure of the contract due to escalation on any account including wage revisions except for any other statutory provisions in taxes and duties. The contractor must take into account the provisions of fulfilling the Minimum Wages Act and quote the prices accordingly.
 11. The contract shall remain valid for a period of 12 months. On expiry of the term, the contract may be renewed on mutually agreed terms.
 12. The agreement shall be liable for termination on giving two months' notice by either side. During the period of notice both the parties shall continue to discharge their duties and obligations.
 13. All the personnel and their bag and baggage connected with the contract shall be liable to physical check both at the time of entry in to campus and passing out at security gate. The contractor's personnel shall not stay beyond the specified working hours unless they are authorized in writing by the Director.
 14. The contractor shall furnish the list of personnel engaged and they are to be issued with proper identity cards.
 15. Any breakages/damages caused by the contractor's personnel shall be borne by the contractor.
 16. The contractor will not allow or permit the personnel to participate in any trade union activities or agitation in the premises of ARCI.
 17. The Director shall pay the amount of monthly bill to the contractor through Electronic Transfer mode for the manpower deployed during the month after duly checking of the log books, attendance registers, EPF/ESI statements and challans etc. As such the contractor shall own the full responsibility for regular payment of wages to his personnel. The disbursement of wages by the contractor shall be made latest by 7th of

each month. The Contractor shall provide proof of remittance of the wages to the laborers duly acknowledged by the bank.

18. The successful contractor shall provide a security deposit to the extent of 10% of total value of annual contract by way of DD drawn on a Nationalized /Scheduled bank favoring Director, ARCI payable at Hyderabad. The EMD amount will be adjusted against Security deposit and the contractor shall deposit the difference amount in a manner stated above.
19. The Director shall not be responsible for any injury or loss of limb or life of any worker/workers of the contractor that may take place while on work. The contractor has to obtain a Workmen Compensation Policy from any Nationalised Insurance company. Any compensation or expenditure towards treatment for such injury or loss of life shall be the sole responsibility of the contractor.
20. Any question, dispute or difference arising under the contract shall be referred to arbitration of sole arbitrator to be appointed by the Director of ARCI. The award of the Arbitrator shall be final and binding on both the parties.
21. It is the responsibility of the contractor to bring to the notice of his personnel that they have no right whatsoever to claim employment in ARCI by virtue of their engagement under this contract. The contractor has to obtain an undertaking to the effect from his personnel and submit the same to the ARCI.
22. Income Tax will be deducted at source from the contractor's monthly bill as per Income Tax Act provisions.
23. After finalization of the contract, an agreement has to be signed by the successful bidder within ten days.

ESSENTIAL ELIGIBILITY CRITERIA FOR THE TENDERER BASED ON WHICH THE TECHNICAL BID WILL BE EVALUATED

(Bidder MUST read the following carefully before submitting the Technical Bid)

Technical bid will be evaluated based on the essential criteria as per marks given against each point:

- 1. Should have experience of not less than 5 years in similar field (Registration of firm to be produced) – 20 Marks**
- 2. The contractor should have enough manpower say not less than 50 Staff. – 15 Marks**
- 3. The Service provider/agency should have completed (a) one work of Rs. 14.4 lakhs or above, (b) two works of Rs. 10.8 lakhs each or above and (c) three works of Rs. 7.20 lakhs each or above (proof of work orders to be produced) – 20 Marks**
- 4. The contractor should have PF & ESI registrations, PAN, GSTIN No., valid labour license for providing Housekeeping Services from concerned statutory authorities. (Proof to be produced) – 15 Marks**
- 5. Experience in providing Housekeeping services to a Government institution and/or an institution of similar infrastructure as that of ARCI (Proof of work orders to be produced) – 15 Marks**
- 6. The maintenance staff of the Service provider/agency should have adequate experience so as to ensure that the ambience of the area is not compromised at any cost (Self Certification to be produced) – 5 Marks**
- 7. Solvency Certificates by the Bank with latest date (Proof to be produced) –10 Marks**

Note: All the above points shall be considered only if supported by documentary evidence and marks will be awarded accordingly/proportionately.

Qualifying marks will be 75.

PART- 2
EARNEST MONEY DEPOSIT – TERMS AND CONDITIONS

Earnest Money Deposit (EMD) for an amount of Rs. 45,000/- in the form of demand draft / Banker's Cheque Drawn in favour of **Director, International Advanced Research Centre, Payable at Hyderabad** should be submitted on or before the due date as part of Technical Bid. **Scanned copy of such document must be attached online along with the technical bid documents, failing which tender document would be rejected.**

No interest is payable on EMD. The EMD will be returned to the bidders(s)/Agents whose offer is not accepted by ARCI within one month from the date of the placing of the final order(s) on the selected bidder(s). EMD of the successful bidder shall be converted into performance guarantee and shall be released on submission of bank guarantee.

EMD in the form of BG is not acceptable.

Amount of EMD Rs. 45,000/- in INR (Rupees Forty-Five Thousand Only)

Bidder registered with Department of Micro, Small and Medium Enterprises as MSMEs and having valid NSIC registration are exempted for payment of tender fee and EMD subject to submission of documentary evidences. Copies of registration certificate and other supporting documents should be submitted both online and offline.

PART-3

PRICE BID – TERMS AND CONDITIONS

PRICE BID SHOULD BE SUBMITTED ONLINE ONLY AND NO OTHER MODE OF SUBMISSION IS ACCEPTABLE.

Bidders shall download the Schedule of Quantities and Prices in the XLS Format and save it without changing the name of the file. Bidder shall quote their rate in figures in the appropriate cells, thereafter save and upload the file in financial bid cover (Price Bid) only. Bidder shall quote the prices in the given format BOQ_XXXX in excel sheet for online submission of bids. The Technical bid also shall be uploaded in CPP Portal in the appropriate place.

It is required to take utmost care for uploading Schedule of Quantities & Prices and any change/modification of the price schedule shall render it unfit for bidding.

If the template of Schedule of Quantities & Prices file is found to be modified/ corrupted in the eventuality by the bidder, the bid will be rejected.

I. Terms and Conditions:

- a) Tenders with any condition, including conditional rebate, are liable to be rejected.
- b) **The Price Bid/BOQ template must not be modified/replaced by the bidder, else the bid submitted is liable to be rejected for this tender.**
- c) **The bidder should carefully read the BOQ columns and feed the price as per the price breakup asked in the BOQ. If the quoted price is not as per the price breakup given in the BOQ, the concerned price bid will be rejected.**
- d) Printed conditions of the vendor submitted with the tender will not be binding on ARCI.
- e) The commercial bids of only the technically qualified bidders shall be considered for further processing.
- f) Commercial Bid (prices quoted) should not be enclosed in the technical bid envelope. If the price quote is submitted with technical bid, the tender is liable to be rejected.
- g) The Director, ARCI reserves the right to accept the offer in full or in part or reject summarily or partly thereof.

II. Tenderer to inform himself fully

The tenderer is required to carefully examine the documents enclosed and get fully aware himself as to all conditions and matters which may in any way affect the works or the cost thereof, before submitting his offer.

If the tenderer finds any discrepancies, omissions, or contradictions in the documents or is in doubt as to the true meaning of any part, he shall at once contact in writing for an interpretation/clarification from the Director, ARCI.

The tenderer shall however not be entitled to any extension of time for submission of his tender on such account, unless the Director extends the due date.

III. Acquaintance with site conditions & nature of work

Tenderers are advised to inspect and examine the work site, its surroundings, nature and scope of the work, requirement of equipment, materials, tools and instruments necessary for the faithful performance of the work before submission of tenders. The tenderer is also advised to obtain all information as to risks, contingencies, responsibilities and other circumstances which might influence or affect his tender. It shall be assumed that the tenderer to have taken into account all conditions and difficulties that may be encountered during progress and performance of the work. All tenders shall be deemed to have complied with these requirements. Failure to do so shall not absolve him of his responsibility about proper execution of contract work. No claims for extra payment due to any special site conditions shall be entertained after acceptance of the tender.

IV. Statutory Obligation:

The price to be quoted by the tenderer shall include all incidences of taxes, and duties (State Govt./Central Govt.) which may be applicable to the items he is quoting for and wages (not less than the minimum wages) to be paid to the personnel engaged under the contract by fulfilling statutory obligations towards payment of Employees Provident Fund, Insurance and ESI etc., and also the obligations to be discharged under Contract Labor (Regulation & Abolition) Act 1970.

V. Liquidated damages (LD)

As time is the essence of the contract, the work period mentioned in the Service Order should be strictly adhered to. Otherwise, LD clause will be applicable /enforced. If the supplier fails to provide the services mentioned in the order within the stipulated period, the Director, ARCI shall without prejudice to any other right or remedy available in law, levy a penalty for such delay by way of liquidated damages, at 0.5% per week of delay or part thereof, subject to a maximum of 5% of contract value. Such LD will be deducted from any amount due or which may become due to the supplier.

VI. Order acceptance

The successful bidder, on award of contract/order, must send the contract/order acceptance in writing, within 15 days of award of contract / order failing which the EMD will be forfeited.

VII. Award of contract:

ARCI reserves the right at the time of award of Contract to increase or decrease the quantity of items specified in the Schedule of Requirements without any change in price or other terms and conditions.

VIII. Corrupt or Fraudulent Practices:

ARCI requires that the bidders who wish to bid for this project have highest standards of ethics. ARCI will reject a bid if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract. ARCI may declare a vendor ineligible, either indefinitely or for a stated duration, to be awarded a contract if it at any time it is determined that the vendor has engaged in corrupt and fraudulent practices during the execution of contract.

IX. Interpretation of the clauses in the Tender Document/Contract Document:

In case of any ambiguity/dispute in the interpretation of any of the clauses in this Tender Document, Director, ARCI's interpretation of the clauses shall be final and binding on all parties.

X. Arbitration

In case of Dispute or difference arising between the Purchaser and a domestic supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996, the rules there under and any statutory modifications or re-enactments thereof shall apply to the arbitration proceedings. The dispute shall be referred to arbitrator appointed by the Director, ARCI. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to this order.

The venue of the arbitration shall be the place from where the purchase order/contract is issued. Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree.

Declaration by the Vendor

(to be provided in the following format in their letter head)

It is hereby declared that I/We the undersigned, have read and examined all the terms and conditions etc. of the tender document for which I/We have signed and submitted the tender under proper authorization. It is also certified that all the terms and conditions of the tender document are fully acceptable to me/us and I/We will abide by the conditions of the tender. We have not given any printed conditions beyond the scope of this tender. It is also certified that I/We/our firm has no objection in signing the contract if the opportunity for the work against this tender is given to me/us.

Date:

Signature:

Name:

Address:

Designation:

On behalf of:

SCOPE OF WORK

1. Total number of persons to be deployed: Six
2. Working days and timings: Monday to Saturday (from 08:30 hrs to 17:00 hrs.)
3. Scope of Work:
 - i) Sweeping and wet mopping of the entire floor area of 45381 Sq. Ft. (18024 sq. ft. in 2nd floor, 18297 sq. ft. in 7th floor and 9060 sq. ft. in the 8th floor of IITM Research Park) and Gas Storage area about 1000 sq. ft. occupied by ARCI, Chennai Centre, every day;
 - ii) Cleaning of chairs, tables and office equipment etc. in the conference hall and other office rooms daily;
 - iii) Cleaning of doors, windows, glass partitions, walls, doormats, carpets etc. and removing of cow webs once in a week.
 - iv) Cleaning of Pantry rooms including attached sinks and tiles etc. with detergent, chemicals once a day and more often if required;
 - v) Providing pantry services (Tea, coffee, water, refreshments etc. to designated officers and during meetings, workshops, conferences, seminars etc.
 - vi) Thorough cleaning and fumigation of the toilets including WCs and urinals with attached water tanks and wash basins with chemicals and detergents twice a day and more often if required.;
 - vii) Replenish sanitary cubes, naphthalene balls, air fresheners (Odonil), sanitizers, liquid soaps etc. in the toilets.
 - viii) Removal of blockages and clogging in the washbasins, and other sanitary fittings in the toilets for smooth outflow of waste water.;
 - ix) Collect all the sweepings, garbage and wastes and dispose off the same in the nearest earmarked garbage bin/pit provided by the IITM Research Park.
 - x) Apart from the periodic cleaning, if stains, spills or footmarks or by any act of human or nature, anything is found or reported in the area specified (i) above, the same shall be cleaned immediately.
 - xi) ALL MATERIALS, CHEMICALS, DETERGENTS Etc. WILL BE PROVIDED BY ARCI CHENNAI CENTRE.

CHECK LIST

BIDDER HAS TO FILL IN THE CHECK LIST GIVEN BELOW

**(Following documents are to be submitted online and manual as part of Technical Bid.
Bidders are requested to state Yes / No against each column)**

Sl. No.	Description	Online Submission	Manual Submission
1.	Registration copy of firm and Labour License for providing Housekeeping Services from concerned statutory authorities		
2.	Copies of PF and ESI registrations from concerned statutory authorities		
3.	Proof of Experience / Work orders in providing Housekeeping Services		
4.	PAN / GSTIN Number from concerned authorities		
5.	Latest copy of Solvency Certificate by bank		
6.	EMD fee as per detail (Scanned Copy by online and original by manual)		
7.	Whether declaration form signed and Submitted (Scanned Copy by online and original by manual)		
8.	This Checklist (Scanned Copy by online and original by manual)		
9.	Whether all pages of tender document signed and uploaded		

NOTE: Please ensure all the relevant boxes are marked YES/NO against each column.

IMPORTANT NOTE: Tenderers must ensure that all the required documents indicated in the Tender documents are submitted without fail. Tenders received without supporting documents for the various requirements mentioned in the tender document are liable to be rejected at the initial stage itself.