

**File No. 32-22/2008-GSS**

**Request for Proposal (RFP)  
For Providing Cleaning/ Housekeeping Services at Office of  
National Commission for Minorities**

**National Commission for Minorities  
1<sup>st</sup> Floor, 14<sup>th</sup> Block  
CGO Complex, Lodhi Road,  
New Delhi -110003**

२/११/११  
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## Invitation of RFP

### 1. Introduction:

- (i) Online bids on GeM are invited from experienced and reputed service providing entities as per eligibility criteria given, for providing daily cleaning/ housekeeping services at office of National Commission for Minorities at Block No. 3 (Ground & 3<sup>rd</sup> Floor) and Block No. 14 (1<sup>st</sup> Floor) CGO Complex, Lodhi Road, New Delhi-110003. The company would provide **8 (Eight) Cleaning Staff and 1 (One) Supervisors** who will work as per following schedules for five days a week:-

Six (6)	Cleaning Staff from 0730 hrs to 1600 hrs
Two (2)	Cleaning Staff from 1100 hrs to 1930 hrs


- (ii) Bids should be for cleaning services on all days from Monday to Friday including holidays with all required machinery and material (like brooms hard and soft preferably with long handle, mops, wipers, dusters, cob web remover, Road brooms, toilet brush, carpet brush). Bids should include cost of cleaning material including, toilet roll, C-fold paper, multifold paper, liquid soap, air freshner, brasso, insect killer, naphthalene balls, urinal cubes vim, harpic, soap cakes, odonil, 'bio-tabs', glass cleaner and phenyl etc. Company will also provide vacuum cleaners and bags for collecting trash from rooms and other areas. Company will also install automatic air-fresheners in the toilet/ washroom areas of the building. No extra remuneration would paid to the agency for working on Saturdays/Sundays. The company will claim only for 26 days wages in a month in accordance with the Govt. of NCT of Delhi office orders issued from time to time.
- (iii) Cleaning should be completed prior to opening of office hours i.e. 9:30 AM so that office does not get interrupted in the middle of cleaning purpose.

### 2. Schedule and Critical Dates:

- (i) The tentative schedule and critical dates are shown below:

S.No.	Event	Date
1.	Uploading of RFP on GeM Portal and official website of NCM	13.02.2025
2.	Last date of submission of bid	4:00 PM on 27.02.2025
3.	Opening of Technical Bids	4:30 PM on 27.02.2025
4.	Opening of Financial Bids (in respect of technically qualified bidders)	To be conveyed

- (ii) Bidders are required to upload their Technical and Financial Bids on GeM Portal. Bidder shall be responsible for registering his/ her company at GeM Portal and seeking all necessary approvals required to upload the bid.

  
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- (iii) NCM reserves the right to amend the RFP, tentative schedule and critical dates. It is the sole responsibility of prospective bidders to go through the GeM Portal as well as NCM website (tender section) from time to time for any updated information.

3. **Scope of Work:**

- (i) Sweeping/ mopping/ dusting/ vacuum cleaning of common areas, balconies, office-rooms, toilets, lobbies, staircases, lifts, window panes, office furniture/ equipment, terrace, ground floor, entrance and exit areas, drive ways, parking areas and any other place within the premises as directed by the competent authorities from time to time including removal of waste material and discarded furniture. The cleaners should be provided with proper Working Uniforms to be worn during the entire working time.

(a) **Housekeeping**

- Office Rooms to be cleaned and dusting of furniture to be done daily in the morning. Daily removal of garbage/waste paper/packing material. Cleaning should be done in weekends/ holidays too, if required.
- Deep cleaning including Vacuum cleaning of rooms twice a week and shampooing of carpets where required.
- Lobbies to be cleaned twice a day.
- Corridors to be mopped twice a day.
- Toilets to be cleaned once in the morning and then after every two hours in the day.
- Balconies attached to rooms to be cleaned twice a week.
- Cleaning/clearing of Staircases and removal of discarded furniture; shifting of furniture in rooms whenever required.
- Glass panes of rooms and staircases to be cleaned twice a week.
- Brass polishing of sign boards/brass planters and railing of staircase to be done as and when required.
- Scrubbing of floor once a week with scrubbing machine.
- Washing of parking area twice a month
- Cleaning of water coolers and pantries in each floor twice a week
- Toilets/washrooms should be equipped with automatic air-freshners.
- Cleaning of vertical blinds.
- **Garbage Collection:** Garbage will be collected from each room at least twice a day. The collected garbage should be periodically disposed off in accordance with the relevant regulations of New Delhi Municipal Council (NDMC). No garbage shall be allowed to be accumulated in the complex. Elevators will not be locked off or held on any floor to remove trash or equipment, only stair cases will be used. The waste collected shall be segregated and collected in different colored bags for organic & inorganic waste and disposed of at NDMC disposal points. No burning of waste material shall be permitted in the premises. Garbage trolley should be provided by the bidder.

(b) **Pest Control & Fumigation:** Pest control of the premises for eradicating mosquitoes, cockroaches, rats and other pests should be done every fortnight. Fumigation should be done on weekly basis for entire building. Special treatment should be done to ensure rodent and pest free rooms

(c) **Drainage & Water System:** Cleaning of drainage system should be done on regular basis.

(ii) **Area Covered and Brief Description of Work:** The area covered under the National Commission for Minorities, Block No. 3 (Ground & 3<sup>rd</sup> Floor) and Block -14 (1<sup>st</sup> Floor) of CGO Complex, Lodhi Road, New Delhi and brief description of work are mentioned below under,-

Floor	Type of Area	Area in sq.ft.
3 <sup>rd</sup> Floor Block No. 3	Covered area	11,500
	Un-covered area	
Ground Floor Block No. 3	Covered area	4,701
	Un-covered area	
1 <sup>st</sup> Floor Block -14	Covered area	5,479
	Un-covered area	
Total Area of NCM office		21,680

**Block No. 3 (Ground & 3<sup>rd</sup> Floor)**

Sl. No.	Floor/ Location	Brief Description of work	Quantity Approx.
A.	Ground Floor, Block No.3	1. Toilet	01
		2. Ladies toilet	01
		3. Lift area	01
		4. Reception area	01
		5. Common open cabins of staff	01
		6. Officers Room	04
		7. Library	01
		8. Corridors	01
		9. Store rooms	03
		10. Server room	01
		11. Pantry area	01
		12. Ventian/Vertical Blinds	All
		13. Main entrance and exit areas.	02
		14. Stairs/Staircase & (Ground floor area).	All
		15. Cleaning all almirahs /partitions/ Racks	All
		16. Fumigation all area	
B.	3 <sup>rd</sup> Floor, Block No.3	1. Cleaning of Rooms of officers of NCM	14
		2. Toilet at Vice Chairman's office	01
		3. Officer's and ladies toilet	01
		4. Ladies toilet	01

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	5. Gents toilet	02
	6. Electrical Panels Area	01
	7. Lift area	01
	8. Drivers room	01
	9. Conference Hall	All
	10. Ventian/Vertical Blinds	01
	11. Common open cabins of staff.	01
	12. AC units Indoor & Outdoor	All
	13. Corridors	09
	14. Court room	All
	15. General Toilet	01
	16. Main entrance and exit areas.	01
	17. Stairs/Staircase & allied areas with walls & ceilings.	01
	18. Cleaning all almirahs/partitions/Racks	All
	19. Fumigation all area	All

**Block No. 14 (1<sup>st</sup> Floor)**

Sl. No.	Floor/ Location	Brief Description of work	Quantity Approx.
A.	1 <sup>st</sup> Floor, Block-14	1. Toilet 2. Ladies toilet 3. Lift area 4. Secretary room 5. Secretary staff room 6. Conference Hall 7. Chairman room 8. Chairman staff room 9. Common open cabins of staff (GSS Section Admn. Section etc.). 10. Accounts Section Room 11. Under Secretary room 12. Administrative officer room 13. Corridors 14. Store rooms 15. Pantry rooms 16. Ventian/Vertical Blinds 17. Main entrance and exit areas. 18. Stairs/Staircase & (Ground floor area). 19. Cleaning all almirahs /partitions/Racks 20. Fumigation all area	05 01 01 01 01 01 01 01 02 01 02 01 01 02 02 All 01 02 All

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4. **Minimum Eligibility Criteria:**

The Bidders shall fulfill the following eligibility conditions for participating in the bidding process:-

- (a) **Legally Valid Entity:** The Bidder shall necessarily be a legally valid entity in the form of Limited Company or Private Limited Company registered under the Companies Act, 1956 or Individual/ Partnership firm registered with appropriate authorities for the purpose. Bidding in the form of JV/Consortium is not permitted. A copy of complete 'Memorandum of Article of Association' to be submitted along with the bid. The bidder must be in existence for a minimum period of 5 years as on 31.03.2024.
- (b) **Registration:** The Bidder must be registered with the Income Tax, registered under the Labour Laws/ Rules, Employees Provident Fund Organization and Employees State Insurance Corporation.
- (c) **Licenses:** The Bidder must have appropriate licenses from Service Tax Department, Income Tax Department (TAN/PAN).
- (d) **Experience:** The bidder must have successfully completed one work of same nature of an annual value of Rs.12 Lakhs or two works of same nature of annual value of Rs.8 Lakhs each or three works of same nature of yearly value not less than Rs.5 Lakhs per annum each in the Centre/State Government, Government Institutions & Bodies, PSU, etc. during the last five years. Registered Start-up is exempted as per Department of Expenditure O.M. No.20/02/2014-PPD(Pt.) dated 20.09.2026 subject to submission of relevant certificate.
- (e) **Annual Turnover:** The bidder should have annual turnover of Rs.2.00 crore (Rupees two crore only) or more per annum during each of the last three financial years (2021-22, 2022-23 & 2023-24). Registered Start-up is exempted as per Department of Expenditure O.M. No.20/02/2014-PPD(Pt.) dated 20.09.2026 subject to submission of relevant certificate.
- (f) **Income/ Tax Returns:** Income tax returns for the last three financial years ending on 31.03.2024, duly certified by Chartered Accountant, shall be accepted.

5. **Documents supporting the Minimum Eligibility Criteria to be attached:**

- (a) Power of Attorney/Authorization for signing the bid documents.
- (b) In proof of having fully adhered to the minimum eligibility criteria at 4 (a), attested copies of certificates of incorporation and Memorandum of Article of Association issued by the registrar of Companies or appropriate authorities shall be accepted. Attested copies of these documents should be uploaded with Technical Bid.
- (c) In proof of having fully adhered to minimum eligibility criteria at 4(b) & 4(c), attested copies of PAN, TAN, VAT/Sales Tax, Labour Registration, EPFO Registration, ESI Registration shall be submitted. Attested copy of these documents should be uploaded with

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Technical Bid. All the licenses must be in the name of bidder. Copies should be attached with bidding document.

- (d) In proof of having fully adhered to minimum eligibility criteria at 4 (d), attested copies of Work Order along with Work Completion Certificate issued by the concerned Department/ Office shall be accepted. Attested copy of these documents should be uploaded with Technical Bid.
- (e) In proof of having fully adhered to minimum eligibility criteria at 4(e), the bidder shall attach the attested copy of the financial capacity form (Form II), income tax return, service tax return and Audited Balance Sheets and Profit & Loss Accounts for the completed three financial years i.e. for 2021-22, 2022-23 and 2023-24 [P & L Account & Balance Sheet must be attached for last 03 financial years]. Attested copies of these documents should be uploaded with Technical Bid. Bidders should not have incurred any loss during the last three financial years and should have a positive net worth.
- (f) The bidder must provide list of materials & machinery/ equipments to be used for the work.

**6. Earnest Money Deposit:**

- (a) The bidder is required to submit Rs. 1,00,000/- (Rupees One lakh only) as Earnest Money Deposit (EMD) by Demand Draft of any Nationalised/ Scheduled Commercial Bank drawn in favour of "DDO, National Commission for Minorities" payable at New Delhi. The copy of the EMD should be uploaded along with Technical Bid.
- (b) Registered MSMEs are exempted from payment of EMD. Bidders seeking exemption must upload the supporting documents to prove his eligibility for exemption.
- (c) Technical Bid not accompanied with EMD (except registered MSMEs) shall be summarily rejected.
- (d) No interest shall be payable by NCM for the sum deposited as EMD.
- (e) The EMD of the unsuccessful bidders would be returned after finalization of the proposal received against this RFP. However, the EMD of the successful bidder shall be adjusted against performance security.

- 7. Performance Security:** Successful Bidder has to deposit the Performance Security, @ 3% of the total value of the Contract, in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). Demand Draft should be made in favour of "DDO, National Commission for Minorities" payable at New Delhi. After award of contract, successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy of the original DD to the Buyer within 15 days of award of contract. The security deposit shall remain valid for a period of sixty days beyond the date of

  
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completion of all contractual obligations of the service provider. The security deposit will be forfeited in case the supply of manpower is delayed beyond the period stipulated by this office or non-compliance of the terms of agreement by the service provider or frequent absence from duty/misconduct on the part of manpower supplied by the Agency. Performance Security would be returned only after successful completion of work assigned and after adjusting/ recovering any dues recoverable/ payable from/ by the Agency on any account under the contract.

#### 8. **Validity of Contract:**

The contract, if awarded, shall be valid for a period of **Two Years (2 Years)**. The contract may be extended annually on year to year basis, for further 01 years [maximum tenure 03 years from the date of start of work initially] as per the contract signed on same terms and conditions and same rates, subject to satisfactory services provided by the vendor. In case of breach of contract or in the event of not fulfilling the minimum requirements / statutory requirements, the client shall have the right at any time to terminate the contract forthwith in addition to forfeiting the performance security amount deposited by the Contractor and initiating administrative actions for black listing, etc. solely at the discretion of the competent authority in NCM.

#### 9. **Payments:**

- (a) After award of work, a price schedule shall be annexed to the Articles of Agreement according to which all payments shall be made to the Service Provider for the cleaning services.
- (b) The prices in the Price Schedule shall be exclusive of any Service Tax, Education Cess, Secondary and Higher Education Cess or any other applicable taxes as may be levied by the Government from time to time and the same shall be charged in addition to the applicable rates.
- (c) The Contractor shall be paid on a monthly basis for the services rendered in the preceding month. The billing cycle will be the 1<sup>st</sup> of every month to the last day of the month. The Contractor shall submit correct invoice in terms of quality and commercial aspects within 10 days of the succeeding month and payment shall be released within 30 days of submission of acceptable invoices. The Contractor will also submit copies of Service Tax and PF/ESIC Challans along with the list of staff with their individual PF/ESIC numbers at the time of submitting monthly invoices.
- (d) All payments shall be made in Indian Currency by means of Electronic Clearance Service (ECS).
- (e) The Client shall be entitled to deduct in accordance with applicable Law, Income Tax or

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withholding tax or other deductions (as the case may be), from any payments made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor.

- (f) The payment to the workers in accordance to minimum wages prescribed by the Govt. of NCT of Delhi alongwith the statutory compliance like EPF, ESI and Bonus is sole responsibility of the Service Provider. In case of revision in minimum wages by the Govt. of NCT of Delhi would be absorbed by the NCM. Claim for any other escalation shall not be entertained by the NCM.
- (g) No payment shall be made in advance nor any loan from any bank or financial institution will be recommended on the basis of the order of award of work.

**10. Other Terms and Conditions:**

- (a) Bids should be for cleaning services on all days viz. Monday to Friday including holidays with all required materials (like brooms hard and soft preferably with long handle, mops, wipers, dusters, cob web remover, Road brooms, toilet brush, carpet brush, supply and cleaning agents like vim, harpic, brasso, soap cakes, odonil, 'bio-tabs', glass cleaner and phenyl etc. Company will also provide vacuum cleaners and bags for collecting trash from rooms and other areas. Company will also install automatic air-fresheners in the toilet/washroom areas of the building. A list of cleaning material proposed to be supplied for one month may also be provided with the bid.
- (b) The Company should provide **8 Cleaning Staff and 1 Supervisor** who will look after cleaning and housekeeping work at office of National Commission for Minorities at Block No. 3 (Ground & 3<sup>rd</sup> Floor) and Block No. 14 (1<sup>st</sup> Floor) CGO Complex, Lodhi Road, New Delhi-110003. **No extra remuneration would be paid to the agency for working on Saturdays/Sundays.** The company will claim only 26 days wages in a month in accordance with Government of NCT of Delhi office orders issued from time to time.
- (c) The workers so provided should be on the permanent roll of the Company and their antecedents should be pre-verified by the Police authorities. A copy of the verification of each worker shall be submitted to the NCM before deployment for work.
- (d) The Company must have in-house training facilities for its employees.
- (e) The Company should submit precise profile of its key clients alongwith details of services provided.
- (f) If any cleaner is absent on a given day the company will provide a substitute for him otherwise proportionate deductions will be made from the monthly payment.

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- (g) In case the Cleaning Agency fails in adhering to the daily cleaning requirements at office of National Commission for Minorities at Block No. 3 (Ground & 3<sup>rd</sup> Floor) and Block No. 14 (1<sup>st</sup> Floor) CGO Complex, Lodhi Road, New Delhi-110003 has to make alternative arrangements for daily cleaning, then cleaning agency would reimburse the cost of such arrangements.
- (h) Cleaning agency would be fully responsible for all acts of omission or negligence, dishonesty or misconduct of its employees for work at office of National Commission for Minorities at Block No. 3 (Ground & 3<sup>rd</sup> Floor) and Block No. 14 (1<sup>st</sup> Floor) CGO Complex, Lodhi Road, New Delhi-110003. Cleaning Agency would indemnify NCM against any compensation/claim and damages etc. due to accident or injury to its employees or death due to accident or otherwise, which may arise out of and during the course of their duties. NCM would not be liable to pay any damages or compensation to such cleaners or to any third party.
- (i) In case of any complaint, either as regards the nature of service or as regards the behaviors of cleaners on duty or otherwise, cleaning agency would be intimated and would be required to take corrective measures promptly.
- (j) The NCM reserves the right to amend/withdraw any of the terms and conditions in the tender documents or to reject any or all tenders without giving any notice or assigning any reason. The decision of the NCM in this regard shall be final and binding on all.
- (k) The NCM reserves its right to revoke the contract at any time, if the services rendered are not found satisfactory during the period of the contract.
- (l) The NCM may, by written notice sent to Housekeeping agency, terminate the contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the NCM convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective.
- (m) The Agency shall not assign or sublet the contract or any substantial part thereof to any other agency, without written consent of the NCM.
- (n) The successful bidder will require to sign a Service Level Agreement with the buyer within 5 days of written information to this effect.

#### 11. Instruction for submission of Bids:

- (a) Proposal should be uploaded on two bid basis – separate technical and financial bids on GeM portal i.e. on <https://gem.gov.in/>.
- (b) Bids should be valid for four months (120 days).

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- (c) **Technical Bid:** The bidder should submit Technical Bid in the prescribed format (**Annexure-A**), as specified in the RFP, alongwith all relevant documents. All pages of the document submitted should be signed.
- (d) **Financial Bid:** The bidder must submit their financial bid in the prescribed format specified at **Annexure-B** of this tender document and no other format is acceptable. If the BOQ file is found to be modified by the bidder, the bid will be rejected. The bidders are strictly advised to refrain from by quoting unrealistic prices, at which they may not make supplies later. Further, Bid of any firm quoting below the minimum wages prescribed by the Govt. of NCT of Delhi would be summarily rejected.
- (e) Bids submitted without required documents will be rejected.
- (f) Bids once submitted cannot be amended.
- (g) Any Bid which does not quote for all items will be considered to be non- responsive and shall be rejected.

## 12. Evaluation of bids:


- (a) Bidders are requested to submit all requisite documents as per the uploaded RFP along with their bids failing which the bids are liable to be rejected. A duly constituted Tender Evaluation Committee will scrutinize and evaluate the bids for selection of an agency.
- (b) From the time the bids are opened to the time the contract is awarded, the Agency should not contact the NCM on any matter related to its Technical and/ or Financial bid.
- (c) Any effort by the Agency to influence the NCM in the examination, evaluation, ranking of bids and recommendation for award of contract may result in the rejection of the agency's bid.

## 13. Applicable Law and Jurisdiction:

This RFP, including all matters connected with this RFP, shall be governed by the Indian laws, both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Delhi Court, if required.

## 14. Penalty:

- (i) Penalties for a specific month/ period shall be capped at 10% of bill generated for that particular month/ period.

  
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- (ii) If any SLA is breached beyond 3 instances in any billing period then same shall be treated as a breach of contract and buyer will have full rights to terminate the contract after giving a notice of 30 days
- (iii) Penalties will be levied on the service provider for the violation of SLA as mentioned below:-

S.No.	Description	1st Instance	2nd Instance	3rd Instance
1.	Non-deployment of total manpower mentioned in the contract as per the date of joining	Up to 15 Days, 1 day wages of the resources which are not deployed, per day. Beyond 15 days cancellation of the contract with cancellation charges @ 10% of the order value		
2.	If employee is found disclosing any confidential information/ document to the Service Provider/ any third parties	Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) and legal action against the Service Provider depending on the gravity of the act		
3.	If the employee is found responsible for any theft, loss of material/ articles and damages	Payment in actuals, equivalent to the value of the article theft/ lost/ damaged within the period prescribed by the Buyer. Replacement of employee within 2 days.	Payment in actuals, equivalent to the value of the article theft/ lost/ damaged within the period prescribed by the buyer. Replacement of employee within 2 days/ cancellation of contract as decided by the buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value
4.	If the employee is found responsible for disobedience/ misconduct	Warning/ counseling of employee as decided by the Buyer depending on the gravity of the act	Warning/ counseling/ Immediate replacement of employee within 2 days as decided by the Buyer and Warning to Service Provider depending on the gravity of the act	Cancellation of the contract with cancellation charges @ 10% of the order value
5.	If the employee is absent or takes leave for more than 2 days	Substitute within 2 days of intimation from buyer failing which, up	Substitute within 2 days of intimation from buyer failing which, up to 15	Cancellation of the contract with cancellation

21/11/19  
 RAJEEV MOHAN  
 Joint Secretary / Under Secretary  
 राष्ट्रीय अल्पसंख्यक आयोग  
 National Commission for Minorities  
 भारत सरकार / Government of India  
 14, सीजीओ कॉम्प्लेक्स, लोधी रोड, नई दिल्ली-110003  
 14, CGO Complex, Lodhi Road, New Delhi-110003

	without informing buyer or taking prior approval without substitute being provided by the service provider.	to 15 days, 1 day wages of absent resource/s per day. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value	days, 2 day wages of absent resource/s per day. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value	charges @ 10% of the order value
6.	If the employee is found responsible for adopting illegal and foul methods or exercising any corrupt practice in collusion with any third party or officials at the workplace	for adopting illegal and foul methods or exercising any corrupt practice in collusion with any third party or officials at the workplace Immediate replacement within 2 days/ cancellation of the contract with cancellation charges @ 10%, as decided by the buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value	
7.	Delay in payments of take-home remuneration by the Service Provider and deposit of EPF and ESI (both employee and employer share)	Rs. 100 per day per resource, warning to Service Provider to deposit the said amount within 7 working days	Rs. 200 per day per resource, hold on all type of payments to Service Provider till the said amount is deposited to respective stakeholders and proof of same is submitted to Buyer.	Cancellation of the contract with cancellation charges @ 10% of the order value

#### 15. Force Majeure:

- (a) Notwithstanding the provisions of contract, the Service Provider shall not be liable for forfeiture of its performance security, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- (b) For purpose of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault of negligence and not foreseeable. Such events may include but are not restricted to acts of the NCM either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- (c) If a Force Majeure situation arises, the Service Provider shall promptly notify the authority in writing of such conditions and the cause thereof. Unless otherwise directed by the NCM in writing the Service Provider shall continue to perform its obligations under the Agreement as far as is reasonably practical and shall seek all reasonable alternative means not prevented by the Force Majeure event.

21/1/21  
राजीव मोहन / RAJEEV MOHAN  
अवर सचिव / Under Secretary  
राष्ट्रीय अल्पसंख्यक आयोग  
National Commission for Minorities  
भारत सरकार / Government of India  
14, लोधी रोड, लोधी रोड, नई दिल्ली-110003  
14, CGO Complex, Lodhi Road, New Delhi-110003

16. **Amendment of Tender Document:**

At any time before the submission of bids, NCM may amend the tender document by issuing an addendum/corrigendum in writing or by announcing it through its website. The addendum/corrigendum shall be binding on all the Agencies. To give the Agency reasonable time in which to take an amendment into account in their bids, the NCM may, if the amendment is substantial, extend the deadline for the submission of bid.

17. **General Instructions:**

- (a) For site visit, the bidder may contact Section Officer, NCM, Block-14, 1<sup>st</sup> Floor, CGO Complex, Lodhi Road, New Delhi at Telephone No.011-24366175.
- (b) For any clarification, Admin Section of NCM may be contacted by email to [ravinder.ncm@nic.in](mailto:ravinder.ncm@nic.in) prior to five working days from last day of submission of bids.

21/11/17

राजीव मोहन / RAJEEV MOHAN  
अवर सचिव / Under Secretary  
राष्ट्रीय अल्पसंख्यक आयोग  
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14, CGO Complex, Lodhi Road, New Delhi-110003

National Commission for Minorities  
Government of India

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**TENDER NOTICE No. 32-22/2008-GSS dated 2024**

**TECHNICAL BID**

Sl. No.	Document	File Type
1.	Contact Details Form ( <b>Form-I</b> )	.pdf
2.	EMD of Rs. 1,00,000/- (Rs. One lakh only)	.pdf
3.	Scanned copy of Affidavit ( <b>Annexure-C</b> )	.pdf
4.	Certified copies of Registration and Incorporation particulars of Company/Firm from appropriate authorities	.pdf
5.	Certified copies (i) PAN, (ii) TAN, (iii) VAT/ Service Tax Registration (iv) Labour Registration, (v) EPFO Registration, (vi) ESIC Registration,	.pdf
6.	Certified copies from CA of last three years IT returns ending 31.03.2024 from (i) Sales/Service Tax Department, (ii) Income Tax Department	.pdf
7.	Proof of minimum experience of completion of works of similar nature in the Centre/State Government, Government Institutions & Bodies, PSU, etc. during the last 5 years ending 31-03-2024.	.pdf
8.	Attested copy of the Audited Balance Sheets and Profit & Loss accounts for the completed three financial years i.e. for 2021-22, 2022-23 and 2023-24.	.pdf
9.	Financial Capacity Form ( <b>Form-II</b> ) duly certified by company auditor	.pdf
10.	Power of Attorney/Authorization for signing the bid documents.	.pdf
11.	Check List Form ( <b>Form-III</b> )	.pdf
12.	Attested copy of manpower wages roll and EPFO Challan in support of available manpower (duly submitted to EPFO) in respect of the previous four quarters shall be acceptable for confirming the availability of the adequate manpower of requisite qualification and experience for deployment in NCM.	.pdf

Signature of the authorized  
signatory of the Bidder  
with seal of the firm/company

Name: \_\_\_\_\_ Mob No. \_\_\_\_\_ Date: \_\_\_\_\_

21/1/24  
राजीव मोहन / RAJEEV MOHAN  
अवर सचिव / Under Secretary  
राष्ट्रीय अल्पसंख्यक आयोग  
National Commission for Minorities  
भारत सरकार / Government of India  
14, सीओसी कॉम्प्लेक्स, लोदी रोड, नई दिल्ली-110003  
14, CGO Complex, Lodhi Road, New Delhi-110003



National Commission for Minorities  
Government of India

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TENDER NOTICE No. 32-22/2008-GSS dated 2024

Subject: Quotations for awarding of contract for providing Housekeeping/Cleaning Services at NCM's Offices at CGO Complex, New Delhi.

**PRICE SCHEDULE**

(This BOQ template must not be modified/replaced by the bidder and the scanned copy of duly filed in BOQ should be uploaded in \*.pdf format after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )

Name of the firm:

Wages charged for manpower (A)								
Category	Type (Unskilled/ Semiskilled / Skilled)	Manpower required (Total no of workers)	Rate per worker quoted by the bidder	EPF	ESI	Bonus	Total monthly wages of one worker	Total monthly wages of total no of workers
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Housekeeping Supervisor	Skilled			NA	NA	NA		
Housekeeping staff	Unskilled							
	<b>Total</b>							
Agency and other charges (B)								Cost per month in ₹
Agency Charges								
Any Other Charges								
Total of (B)								
Total monthly charges (A+B) = C								
Service Tax (D)								
Material Charges (E) [Please attach list as per Para 10 (a) of RFP]								
Grand total per month (C+D+E) = F								
Total Cost for 2 years = F X 24								

# This is 24\*7 service. Manpower includes relievers.

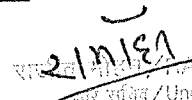
\* Wages should not be less than the minimum wages prescribed under the notification issued by Delhi Government. Rates should be quoted per person per month inclusive of all statutory requirements as per the Minimum Wages Act of 1948. Revision of minimum wages as per Delhi Government's rates shall be incorporated in the rates as and when applicable.

\*\* To be quoted in amount only, not in percentage. Bids having NIL/negligible Agency Charges will be rejected.

\*\*\* Payment will be made after deducting the applicable TDS.

Signature of the authorized signatory of the Bidder  
with seal of the firm/company

Name: \_\_\_\_\_ Mob No. \_\_\_\_\_ Date: \_\_\_\_\_

  
 RAJEEV MOHAN  
 Joint Secretary/Under Secretary  
 National Commission for Minorities  
 भारत सरकार/Government of India  
 14, लोधी रोड, लोधी रोड, नई दिल्ली-110003  
 14, CGO Complex, Lodhi Road, New Delhi-110003

**AFFIDAVIT**  
**ON NON-JUDICIAL STAMP PAPER OF RS.10/-**

I/we ..... Partner(s)/ Legal  
Attorney/ Proprietor(s)/ Accredited representative(s) of M/s  
.....solemnly declare that :

2. I/we am/are submitting tender for ----- against  
TenderNotice No. ----- dated -----.
4. I/we or our partners do not have any relative working in National Commission for Minorities (NCM), New Delhi.
5. All information furnished by me/us in respect of fulfillment of eligibility criteria and information given in this tender is complete, correct and true. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
6. My/our bid shall be valid for a period of 120 days from the last date fixed for the bid submission in accordance with the Bidding Documents and shall remain binding upon me/us and may be accepted at any time before the expiry of the period.
7. If my/our bid is accepted, I/ we commit to submit a Performance Guarantee in accordance with the Bidding Documents.
8. The Price-Bid submitted by me/us is "WITHOUT ANY CONDITION".
9. If any information or document submitted is found to be false/incorrect, National Commission for Minorities (NCM) may cancel my/our Tender and can take any action as deemed fit including termination of the contract, forfeiture of all dues including Earnest Money (EMD) and blacklisting of my/our firm and all partners of the firm etc.
10. I/we also declare that the Government of India or any other Government body has not issued any show-cause notice or declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
11. It is well understood that the workers provided by us will not have any direct employee-employer relation with NCM and hence, no worker so provided will claim any regularization of their services or enhancement in their wages from National Commission for Minorities. Payment of salaries and allowances to the workers would be our responsibility as per the wages and other terms & conditions prescribed by the Govt. of NCT of Delhi.
12. I/we also accept all the terms and conditions of this bidding document and undertake to abide by them; including the condition that NCM is not bound to accept highest ranked bid / lowest bid or any other bid that NCM may receive.

(Signature of the bidder with Seal)

Seal of Notary  
Date :

  
राजीव मोहन / RAJEEV MOHAN  
अवर सचिव / Under Secretary  
राष्ट्रीय अल्पसंख्यक आयोग  
National Commission for Minorities  
भारत सरकार / Government of India  
14, लोधी रोड, लोधी रोड, नई दिल्ली-110003  
14, CGO Complex, Lodhi Road, New Delhi-110003

**Contact Details Form****General Details of Bidder**

1	NAME OF THE COMPANY	
2	NAME AND DESIGNATION OF AUTHORISED REPRESENTATIVE	
3	COMMUNICATION ADDRESS	
4	TELEPHONE AND MOBILE NO.	
5	FAX NO.	
6	E-MAIL ID	

**Particular Details of the Bidder's Representative**

1	NAME OF THE CONTACT PERSON	
2	DESIGNATION	
3	COMMUNICATION ADDRESS	
4	TELEPHONE NO.	
5	MOBILE NO.	
6	E-MAIL ID	

रजिव मोहन

राजीव मोहन / RAJEEV MOHAN  
 अवर सचिव / Under Secretary  
 राष्ट्रीय अल्पसंख्यक आयोग  
 National Commission for Minorities  
 भारत सरकार / Government of India  
 14, लोधी रोड, लोधी रोड, नई दिल्ली-110003  
 14, CGO Complex, Lodi Road, New Delhi-110003

**Financial Capacity Form**

Name of the Firm:

Address of the Firm:

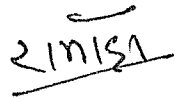
Description	Financial Years (in INR)		
	2021-22	2022-23	2023-24
Annual Turnover			
Net Worth			
Current Assets			
Current Liabilities			
Total Revenue			
Profit Before Taxes			
Profit After Taxes			

Signature of the  
authorised signatory of the  
Tenderer with seal of the  
firm/company

Name: \_\_\_\_\_

Mob No. \_\_\_\_\_

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

**NOTE: To be certified by Company Auditor**

राजीव मोहन / RAJEEV MOHAN  
उप सचिव / Under Secretary  
राष्ट्रीय अल्पसंख्यक आयोग  
National Commission for Minorities  
भारत सरकार / Government of India  
14, सी.ओ. कॉम्प्लेक्स, लोनी रोड, नई दिल्ली-110003  
14, CCO Complex, Loni Road, New Delhi-110003

**Check List**

Sl. No.	Particulars	YES/NO
1.	Have you filled and submitted all forms (i) Technical bid, (ii) Financial bid, (iii) Contact detail form, (iv) Financial Capacity form and (v) Checklist ?	
2.	Have you read and understood various conditions of the Contract and shall abide by them?	
	<b>TECHNICAL BID</b>	
3.	Have you enclosed scanned copy of the draft for EMD of Rs.1,00,000/- and uploaded with the Technical Bill?	
4.	Have you uploaded the proof of having met the following minimum eligibility criteria?	
5.	Legal Valid Entity: Have you uploaded the attested Certificate issued by the Registrar of firms / Companies?	
6.	Financial Capacity: Have you uploaded Audited Balance Sheets and Profit & Loss account as required?	
7.	Registration with Government Bodies like ESIC, EPF, Labour Laws, Service Tax : Have you uploaded a copy of each of the Registration certificate?	
8.	Experience: Have you uploaded the attested work completion certificates issued by the concerned Office?	
9.	Housekeeping Services: Have you uploaded proof of housekeeping services provided?	
10.	Have you submitted the proof of authorization to sign on behalf of the bidder in the Technical Bid?	
11.	Have your Technical Bid been prepared and uploaded as per the requirements of the Tender?	

21/11/21

राजीव मोहन / RAJEEV MOHAN  
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 राष्ट्रीय अल्पसंख्यक आयोग  
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 14, CGO Complex, Lodhi Road, New Delhi-110003

	FINANCIAL BID	
12.	Have your Financial Bid proposal duly filled and upload as per instructions?	
13.	Have you quoted prices against each of the category, i.e. Manpower, material & equipment?	
14.	Have you provided cost break ups for all components in the Financial bid?	

**Note :- The above must be filled, signed and submitted along with the bid.**

Signature of the authorised signatory of the  
Tenderer with seal of the firm/  
company

Name: \_\_\_\_\_

Mob No. \_\_\_\_\_

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

21/11/21

राजीव मोहन / RAJEEV MOHAN  
अवर सचिव / Under Secretary  
राष्ट्रीय अल्पसंख्यक आयोग  
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