



Tamil Nadu Public Service Commission

Tender No. 688, dated: 24.06.2024

Open Tender for MECHANISED HOUSE KEEPING IN THE TAMIL NADU PUBLIC SERVICE COMMISSION - by E-Tender process

Tender Publishing Date and Time	@ 04.00 pm on 25.06.2024
Tender Document Download-Start Date and Time	@ 04.00 pm on 25.06.2024
Bid Submission- Start Date and Time	@ 04.00 pm on 25.06.2024
Last date for receiving Pre-bid Queries	@ 05.45 pm on 05.07.2024
Pre-bid Meeting date and Time	@ 11.00 am on 09.07.2024
Issue if addendum / clarification if any and required	@ 05.00 pm on 11.07.2024
Bid Submission- Closing Date and Time	@ 11.00 am on 15.07.2024
Bid Opening Date and Time	@ 03.00 pm on 15.07.2024
Bid validity Period	180 days

Notice Inviting Tender

Tenders are invited from eligible, experienced and financially sound companies / firms for **Mechanised House Keeping in the Tamil Nadu Public Service Commission, Chennai – 600 003.**

Tender Document with detailed specifications of terms and conditions, **Technical Bid and BOQ**, can be downloaded from the websites www.tntenders.gov.in or www.tnpsc.gov.in

For any queries related to the Bid Submission, bidders shall contact by email: mcdb.tnpsc@tn.gov.in

The tenders are in Two bid System (a) Technical Bid and (b) Financial Bid. All the bidders are requested to go through the instructions, terms & conditions and specifications laid down in the Tender Document. Failure to furnish all required information in every aspect will be at their risk and may result in the rejection of their bids. All Tender Documents including Technical and Financial bids should be submitted in Tamil Nadu Government Tender Portal (www.tntenders.gov.in)

The Contractors not fulfilling the "Eligibility Criteria" as per para III (a) will not be considered and will be summarily rejected.

Tender Document No.	688/2024
Date of Tender Document	24.06.2024
Description	Mechanised House Keeping in the Tamil Nadu Public Service Commission, Chennai – 600 003
Estimated Tender Value	Rs. 55,00,000/- (Rupees Fifty Five Lakhs only)
EMD Value	Rs. 54,000/- (Rupees Fifty Four Thousand only)
Submission of Bids	<ul style="list-style-type: none"> • Two Bid System will be followed for this tender (Technical Bid and Financial Bid). • The proposals shall be submitted in two parts, viz., Technical Bid and Financial Bid and should be as per the formats given in Annexure. • Bid documents will be available on website www.tntenders.gov.in. The bidders must possess a Digital Signature Certificate and submission of bids is through online on www.tntenders.gov.in and any other mode is not accepted.

TNPSC Tender Document

**Mechanised House Keeping in the
Tamil Nadu Public Service Commission
(TNPSC), Chennai-600 003**



TENDER NO. 688/2024

**Tamil Nadu Public Service Commission
TNPSC Road,
Park Town, Chennai,
Tamil Nadu ,600003 <http://www.tnpsc.gov.in/>**

I. INTRODUCTION

(a) This Tender 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 the 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.

(b) Objective:

This tender is floated for selecting company / firm with relevant experience for House Keeping Work in the Commission's office.

II. (A).SCOPE OF WORK

SCHEDULE – I

DESCRIPTION OF WORK:

Sl.No.	Description	
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 of Main Building + 3000 Sq.feet of Counselling hall
3	No. of staircase in the entire building	3
4	Ramp	1

5	Total No. of Toilets:	56
	1) Male (Common)	16
	2) Female (Common)	14
	3) Female Officer (Individual)	01
	4) Differently Abled Persons	09
	5) Toilets in 6 th Floor Conference Hall	01
	6) Counselling Hall	03
	7) Parents waiting room	02
	8) Board Room	10
6	No. of Toilets (Individual) in Chambers of Officers	17 (in 2,3,4 & 6 floors)
7	No. of Urinal	20
8	No. of Elevators	3

II (B). FUNCTIONS AND RESPONSIBILITIES:

SCHEDULE-II

TERMS AND CONDITIONS

- (i) Working hours for the house keeping staff shall be from 07.30 AM to 03.30 PM.

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 Noon 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 areas and the stair case (Ground floor to 6th 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 and brush should be done every day. Stain removal should be done once in a week.

- (vi) Disposal of the dead birds/animals, rats, insects etc, should be done, if found, in and around the office building.

- (vii) Roof tops in all areas in the office premises should be cleaned once in 15 days (1st and 15th 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) Deep cleaning activity during Government holidays - The furniture inside the Sections of the Commission's Office / Commission's Meeting Hall / Commission's Conference Room / Counselling Hall shall be taken out and the entire room shall be deep cleaned. The furniture shall be cleaned thoroughly and rearranged in proper position. This activity shall be carried out twice in a year and proper record should be maintained for the same.
- (xi) Drinking water purifier dispensers shall be wet cleaned and flushed on daily basis.
- (xii) Cleaning work in connection with arrangements for Independence Day, Republic Day and other Commission related functions at Commission's Conference Room / Counselling Hall and other venues within Commission's Office shall be done by the contractor. The deep cleaning of the venue shall be carried out before start and after completion of each event. Necessary dust bins shall be provided during the event with proper bags. All trash should be collected and deposited in sealed bags within 2 hours after completion of the event.
- (xiii) 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.

(xiv) The Supervisor shall maintain the daily biometric attendance record and absentees list to keep record of personnel on duty and get the initials of the Section Officer of BSFD Section on completion of every duty. The Supervisor and housekeeping staff should enter into the premises of the Commission's office, by using Bio metric entry. The Supervisor shall also maintain a list of stand-by personnel called for duty.

(xv) The Contractor must employ adult and skilled labours only.

The personnel to be deputed to TNPSC shall not be below the age of 18 years and above 50 years of age and should have a valid contract of employment with the Contractor.

The contractor should provide service for Holidays whenever necessity arise in the Commission Office premises and also (at the time of Examination and other functioning in the Holidays) in any venue other than the TNPSC premises, wherein recruitment related work is undertaken, for which wages will be paid to the Contractor, without any other charges.

(xvi) The Contractor shall follow all the rules and guidelines laid by TNPSC authorities. It is the responsibility of the Contractor to ensure that all the staff deployed shall be medically fit and their antecedents are verified before the deployment in TNPSC. The persons deployed for work should not have been involved in any police case relating to moral turpitude and verification of the same is the responsibility of the Contractor. Police verification certificate for the persons deployed for work has to be submitted by the Contractor.

- (xvii) The house keeping staff should maintain the decorum and involve in the duty with utmost care and sincerity. Complaints regarding theft, malpractice, misbehavior, etc. will be dealt with seriously.
- The house keeping staff should maintain the highest discipline and behave politely with the Officers and staff. They should not argue with anyone. The persons deployed by the Contractor should be reliable, trustworthy, alert, and efficient.
- (xviii) The Contractor shall arrange all equipment / materials for cleaning, sweeping, wiping, scrubbing, polishing and washing.
- (xix) The Contractor should provide uniforms and protective gear as mandated to all the workers engaged.
- (xx) List of the House keeping employees with their bio-data or particulars regarding previous employment with other Organization and language known should be furnished by the Contractor.
- (xxi) The Contractor shall provide identity cards with name, color photo, date of birth, temporary or permanent address and phone/ mobile no to contact him / her. Biometric attendance should be maintained for the House Keeping employees.
- (xxii) 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.

- (xxiii) The required tools and plants to maintain the standard of housekeeping at all times. Any additional material, tools and equipment required during the housekeeping services shall be provided by the contractor without any additional claim. Any repair / replacement of the equipment shall be carried out immediately so as not to affect the housekeeping services at any case.
- (xxiv) The Contractor should store adequate quantity of consumables that is to be used and these should be stored at a designated place within the office of 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.
- (xxv) The Contractor should also use brand new equipments for performing the tasks assigned as per the list of consumable items and machinery and equipments required to perform the above function.
- (xxvi) 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.
- (xxvii) 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 be female house keeping staff 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.

Manpower requirements: 15

- For each floor – 2 Manpower (Ground Floor + Six Floor of TNPSC) $7*2=14$
 - One Supervisor =01
- 15

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

- (xxviii) 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.
- (xxix) The Contractor shall ensure that all the workers deployed for this work, wear uniform while on duty.
- (xxx) The 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.
- (xxxii) 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.
- (xxxiii) The Commission's nominated Nodal Officers, Under Secretary and Section Officer (BSFD) incharge of maintenance will supervise the work executed by the Contractor. In addition, the Commission may authorise any other officer to review the quality of work done.
- (xxxiiii) 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 Schedule VI.

- (xxxiv) 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.
- (xxxv) The Contractor shall arrange for disposal of accumulated garbage at the designated place.
- (xxxvi) If no improvement is noticed by the Commission in the performance of the contractor after 60 days of issue of deficiency letters 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.
- (xxxvii) **Failure to maintain the quality of service by the Contractor or violation of any conditions of contract shall lead to termination of contract.**
- (xxxviii) The Contractor shall in no case pay its employee less than the minimum mandatory rates per day in accordance with the Minimum wages fixed by State / Central Government.
- (xxxix) The Contractor shall strictly observe that its Staff
1. Are always smartly turned out and vigilant.
 2. Are punctual and arrive at least 15 minutes before start of their duty time.
 3. Take charges of their duties properly and thoroughly.
 4. Perform their duties with honesty and sincerity to the fullest satisfaction of the employer.
 5. Read and understand their work and site instructions and follow the same.
 6. Shall not drink liquor on duty, or come drunk and report for duty.

7. Will immediately report if any untoward incident / misconduct or misbehavior occurs, to TNPSC & the Contractor.
8. When in doubt, approach concerned Section Officer / Incharge immediately.
9. Get themselves checked by security personnel whenever they go out.
10. Shall not smoke in the office premises.
11. Violation of code of conduct may lead to withdrawal of service of Contractor.

- (xl) Requisite Uniform, Apron, Gloves, Safety Shoes, Ear Plugs, Hard Hat Helmet, Safety Harness, Tool Belt, Safety Goggles, etc. should be provided to the house keeping staff by the Contractor.
- (xli) The monthly invoice shall include supporting documents such as certified attendance and execution of the defined duties.
- (xlii) The Contractor will be responsible for complying with the obligations under the Labour Laws in respect of minimum wages and various other provisions for all its employees deputed to work for Tamil Nadu Public Service Commission and deal with the any dereliction of the same.
- (xlili) Any non compliance and inadequate performance will be levied penalty based on the inputs from TNPSC side as per para II (F). The penalty towards every non compliance stated shall be deductible from the monthly invoice. For any act of inadequate performance of contract not specifically stated herein, TNPSC will determine the penalty based on the merits of each act after providing an opportunity to the Contractor.
- (xliv) Contractor will be responsible for compliance of all statutory provisions of Rules/ Regulations/ guidelines applicable to the house keeping staff. The Contractor shall also comply with all necessary registration, licenses, approvals and sanctions under the applicable laws.

SCHEDULE - III

The Contractor must use the following Consumable items

ITEMS
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
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 Schedule: VI. **This has to be strictly complied with.**

SCHEDULE – IV

List of Tools and Equipment to be used

<u>Sl. No.</u>	<u>Tools & Equipment</u>	<u>Minimum Nos.to be deployed</u>
1	Wet and dry vacuum cleaner (60 lit)	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
11	Single disc scrubber	1
12	Heavy industrial use Multifunction Vacuum cleaner with suction	1
13	Wringer moving trolley with container drum	5
14	Waste trolleys	2
15	Dust bin - The dust bin shall be made of plastic / FRP with foot operated lid. The dust bin volume shall not be less than 7 ltr capacity for office and Officers rooms.	20

SCHEDULE - V

The contractor should follow the method of frequency 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 Common areas twice a day	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	<p>i. Cleaning of Electrical lights & frames etc.</p> <p>ii. Vacuum cleaning of false ceilings</p> <p>iii. Wet/dry cleaning of trusses etc.</p>	<p>Monthly</p> <p>Quarterly</p> <p>Quarterly</p>	<p>Manually/ Mechanically</p> <p>Dry Vacuum Cleaner Back Mounted</p> <p>Manually/ Mechanically</p>
5	Doors/ Windows/ vertical glazing (inside)	<p>i. Cleaning / stain removal/ cleaning of glass</p> <p>ii. Brass fittings polishing</p> <p>iii. Wood shine on polished doors/wooden hand rail, skirting & beading etc.</p>	<p>Daily as per requirement</p> <p>Monthly</p> <p>Fortnightly</p>	<p>Manually / Glass cleaning Telescopic kit</p> <p>Manually</p> <p>Manually</p>
6	Staircases	<p>i. Cleaning</p> <p>ii. Scrubbing of steps etc.</p>	<p>Daily Up to 6th floor - twice a day</p> <p>Monthly</p>	<p>Dry Vacuum cleaner back mounted/manually</p> <p>Single disc scrubbing/ Buffing machine/ Manually</p>
7	Toilets (Officers Chambers/ Common)	<p>i. Re-filling of toiletries (of reputed brands) such as air fresheners, liquid</p>	<p>Daily before 9.00 am and subsequently as per requirement.</p>	<p>Manually</p>

		<p>soap in soap dispensers in Officers Chambers and common toilets</p> <p>ii. Wall / Floor wet & dry cleaning</p> <p>iii. Cleaning</p> <p>WC / Wash Basin / Urinals / CP Toilet fittings etc.</p> <p>iv. Mirror cleaning for keeping dry & stain free</p> <p>v. Complete washing including wall tiles etc.</p> <p>vi. Pressure washing</p>	<p>Daily before 9.00 am.</p> <p>Daily before 9.00 A.M., 12.00 Noon & 03.00 P.M (Common Toilets)</p> <p>Daily before 9.00 am and as Per requirement</p> <p>Weekly</p> <p>Monthly</p>	<p>Single disc scrubber / manually</p> <p>Manually</p> <p>Manually</p> <p>Telescopic Kit and Manually</p> <p>High Pressure Water Jet.</p>
8	Dustbins in toilets and in open area within Building	<p>i. Complete cleaning from inside and outside</p> <p>ii. Emptying garbage bags.</p>	<p>Weekly</p> <p>Daily and as per requirement</p>	<p>Manually</p> <p>Manually</p>
9	Ducts/shafts	Sweeping and Cleaning	Weekly	Manually/ Vacuum cleaning

10	Table/Cabinets and Other Furniture items	i. Dry dusting, Spot cleaning /stain removal ii. Wood shine polishing	Daily before 9.00A.M. and as per site requirement Fortnightly	Manually Manually
11	Carpet/	i. Dry Vacuum cleaning ii. Spot cleaning iii. Shampooing	Daily and as per requirement As and when required Monthly and as per requirement	Dry vacuum cleaner back mounted Manually /Mechanically Carpet Injection and Extraction machine, single disc scrubber with foam generator, dry vacuum cleaner, dry and wet Vacuum cleaner.
12	Venetian Blinds	i. Vacuum cleaning / dusting ii. Shampooing	Weekly Quarterly	Manually / Dry Vacuum Cleaner Mechanically / Manually

13	Upholstered sofas/chairs	i.Dusting of chairs/ Sofas ii.Vacuum cleaning iii.Spot Cleaning iv. Shampooing	Daily Fortnightly and as per requirement As and when required Once in two months	Manually Dry vacuum cleaner back mounted Manually / Mechanically 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
16	Removal of Garbage		Daily	Trolleys/ Manually
17	Artificial plants	i.Taking out resetting & cleaning by chemical ii.Normal washing	Quarterly Monthly	Manually / Mechanically

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	i. Sweeping and Watering the plants ii. Cutting & Trimming of plants	Daily Monthly Twice	Manually

SCHEDULE – VI

MATERIALS :CLEANING AGENTS

All the cleaning agents used shall be bio-degradable and environment friendly so that it does not cause any harm to workers, Staff, Candidates and 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:

S.No.	SURFACES TO BE CLEANED	MAKE
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	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

II(C). Other Conditions

1. The Contractor should agree to complete the execution of the contract specified in this agreement within the stipulated period prescribed by TNPSC at the quoted rate. The contract shall be initially for a period of 2 years from the date of execution of the agreement with the Tendering Authority. However, the contract may be extended for a further period of 6 more months on the basis of the performance of work of the Contractor subject to mutual terms and conditions as specified in the contract.
2. Neither TNPSC nor the Contractor shall be liable for any delay or failure in the performance of their respective obligations due to causes, contingencies beyond their reasonable control such as:
 - a. Natural phenomena including but not limited to earthquakes, floods and epidemics.
 - b. Acts of any Government authority domestic or foreign including but not limited to war declared or undeclared.
 - c. Accidents or disruptions including, but not limited to fire and explosions.
3. The Quotation along with the enclosures, the offer submitted by the Contractor, the negotiated and finalized terms and conditions and the work order respectively will form part of this contract. Wherever the offer conditions furnished by the Contractor are at variance with conditions of this contract, the final negotiated offer conditions shall prevail over the conditions furnished by the Contractor.
4. With regard to fuel and food costs and any other insurance charges etc. for said Housekeeping works shall be the look out of the Contractor.

5. The working materials provided should be in good working condition and serviced properly before sending for work, considering the sensitivity of the job.

II(D). Payment Schedule / Payment Clause

1. No advance payment will be made.
2. 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 confirming to the quality, specifications and other terms and conditions specified in this tender document.
3. The office of TNPSC will deduct Service / Income Tax and other statutory taxes as applicable from time to time.
4. The payment shall be made by " Electronic Clearance Services (ECS). The successful bidder is therefore requested to indicate Bank A/c No. and other relevant details in Contractor offer / bill (s). The Bidder must submit his Banker's name, address, Type of Account & Account No. and IFSC No.
5. Payment to the Contractor shall be made every month only after successful completion of work. The Contractor shall raise the bill after completion of one month work and payment shall be made by TNPSC within 30 days from the bill date. However, the 30 days deadline for payment may go beyond in financial year endings or for want of fund from the Government.

II(E). Other Clauses

1. Unless otherwise provided in the contract, any notice, request, consent or other communication given or required to be given hereunder shall be given by mailing the same by registered mail, postage prepaid, return receipt requested in the case of the Contractor to TNPSC at the address set forth above or with other addresses and to the attentions of such other person or persons as may hereafter be designated by like notice hereunder and any such notice sent by post shall be deemed to have been served on the date when in the ordinary course of post, it would have been delivered at the address to which it was sent.
2. Any notice to the Contractor given or required to be given hereunder shall be given by either:
 - a. Mailing the same by registered mail, postage prepaid, return receipt requested; or
 - b. Having the same delivered with receipt acknowledged at the address set forth above or with other addresses and to the attentions of such other person or persons as may hereafter be designated by like notice hereunder and any such notice shall be deemed to have been served if sent by post on the date when in the ordinary course of post, it would have been delivered at the addresses to which it was sent or if delivered on the date of acknowledgement of receipt.

II(F). PENALTY:

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 two days. More than 5 complaints in a month will lead to a penalty of 1% of the monthly amount payable.

Penalty for Non-Compliance

Non compliance	Penalty(In Rupees)
Deploying lesser no. of machines In case of repair of a house keeping machine, the bidder has to rectify or provide stand-by within 24 hours. Failing from which	Rs.500/- per machine per day
Complaints are not registered or not redressed	Rs.250/- per instance
Absence of personal protective gears	Rs.220/- per person/per day
For any other breach, violation or contravention of any terms and conditions	Rs.2,000/- will be imposed per day
In case the services remain consistently unsatisfactory for a period of more than 2 weeks in any Floor	penalty of 1% of monthly payment will be imposed
Non-compliance of housekeeping schedule	Rs 1,000/- per day
Non-use / less use / shortage in supply of materials	Rs.500/- per day
Non-use / less use / shortage of any equipment	Rs. 500/- per equipment per day
Failure to replace or repair the equipment within a day	Rs. 500/- per equipment per day
Damage to the TNPSC Office property	As per actual repair / replacement cost + 25%

III.(a) 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 / Autonomous bodies / 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.

1. The Bidder should have satisfactorily completed the following works during the past five years, ending the last day of the month of December 2023

(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 a minimum annual turnover of Rupees 1 Crore in housekeeping work during any two years between 2021-2022 to 2023-24. 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 2021-2022, 2022-2023, 2023-2024 along with IT & GST returns as proof.

Copies of following Certificates namely;

- a) Income Tax PAN
- b) Goods and Services Tax registration
- c) Provident fund (PF) registration
- d) ESI registration
- e) Copies of work order, bills or payment certificate.
- f) Performance certificate from the Government offices/Autonomous Bodies, 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. Joint Ventures & Consortiums not allowed to participate in the bid.

5. The Bidder should have an office in the Chennai city.

6. The Contractor submit a valid labour license issued from Regional Labour Commissioner under Contract Labour Act, 1970.

7. The Contractor should have registration with Employee Provident Fund Organization, Employees State Insurance Corporation, Goods and Services Tax, Income Tax Department (Permanent Account Number).

8. The Contractor should submit the performance satisfactory certificate from the previous organization for supply of Housekeeping services in the last two previous years.

9. The Contractor should submit the documentary proof for remittance of EPF and ESI for the personnel for the last one year.

b) 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.

IV. SUBMISSION OF BIDS THROUGH WEB PORTAL:

Part-I: Technical Bid:

The following documents shall be uploaded for Technical Bid through online;

1. Bidder's authorization certificate.
2. Earnest Money Deposit (EMD):

The Firm has to make online payment of Rs. 54,000/- (Rupees Fifty Four Thousand only) towards the cost of earnest money deposit.

Note:

- a. EMD of the successful bidder will be released after the Security Deposit is paid by the successful bidder.
- b. The EMD amount will not earn any interest and will be refunded to the unsuccessful bidders within a reasonable time after finalizing the successful bidder.
- c. The Earnest Money Deposit will be forfeited on account of one more or more of the following reasons:-

- i. Bidder withdraws its Bid during the validity period specified in Tender Document.
 - ii. In case of a successful bidder, the said bidder fails to sign the Agreement in time.
 - d. EMD of all unsuccessful bidders would be released by TNPSC within one month of the bidder being notified as being successful.
3. Copies of Certificate of incorporation of the firm (e.g. Registration as Partnership Firm, Proprietary concern, Company etc.)
 4. Permanent registration certificate issued by Department of Industries and Commerce, Government of Tamil Nadu, if seeking exemption from payment of EMD amount.
 5. An affidavit in Rs.20 Non judicial stamp paper declaring that the bidder was not blacklisted by any State/Central/Quasi Government bodies and the blacklisting is not in force on the date of bid opening.
 6. Check list cum questionnaire as per Annexure I & II of the bidding document to be uploaded.

Part-II: Financial Bid/Bill Of Quantity:

- (1) The Bidders shall Apply their Quoted rate in BOQ (Financial Bid)of the web portal.(Enclosed in Annexure-III)
- (2) The Commercial bid shall be on fixed price basis, inclusive of all types of applicable taxes. If the prices quoted are accompanied by hypothetical or vague or conditional expressions such as "Subject to any condition or assumptions", the same shall be treated as invalid bid and shall be summarily rejected without assigning any further reason.

(3) The Tenders documents should be downloaded from web portal and there should not be any overwriting or cutting or interpolation while uploading it again. Correction, if any, shall be made by neatly crossing out, initialling, dating and rewriting. The name and signature of bidder's authorized person should be recorded on each page of the application including the tender document. For this purpose the authorised signatory should produce an authorization certificate duly signed by the Head of the Organization or a resolution adopted by the Board authorities to sign the documents on behalf of the organization. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on agency's letter head.

Note:

- i. **Minimum wage as specified by the competent authority should be compulsorily paid to the persons engaged.**
- ii. No enhancement in rates will be allowed due to any reason during the contract period except statutory increase.
- iii. The Contractor shall also be responsible to pay all statutory payments such as ESI, PF, Gratuity etc from within the quoted rates.

V. VALIDITY OF BIDS

The bids submitted for this tender shall be valid for 6 months from the date of submission of tender.

VI. EVALUATION OF BIDS

1. Technical scrutiny

- a) The technical eligibility of the bidder will be evaluated against the eligibility criteria, other terms and conditions mentioned herein, before opening of financial bid.
- b) During the process of evaluation of Bids, TNPSC may, at its discretion, ask Bidders for clarifications on their bid. The Bidders are required to

respond within the prescribed time frame for any such clarification. In case of non-compliance, their bids will be disqualified and rejected without further notice.

2. Financial evaluation

- a) The financial bids of those bidders who have been found to be technically eligible will alone be opened. The Financial bids of ineligible bidders will not be opened.
- b) A pre-bid meeting with the prospective bidders will be arranged approximately within 10 working days of the tender. Clarification to the queries and doubts raised by the bidders will be issued as a corrigendum/addendum in the e-tenders portal.
- c) TNPSC reserves the right to negotiate with the bidder whose offer is the lowest evaluated price for further reduction of price. TNPSC also reserves the right to negotiate with other bidders to match the negotiated L1 price or below, according to the Tamil Nadu Transparency in Tenders Rules, 2000.

VII. ACCEPTANCE OF BIDS

The bids of only the bidder who has quoted the lowest rate shall be considered for the award of the contract, subject to the conditions that the Tendering Authority reserves the right;

- (1) To enter into negotiation with such bidders with a view to get the best possible, efficient and cost effective solution.
- (2) To award this contract either to one or more bidders at the negotiated final rate.

- (3) To draw and maintain a panel of bidders at the negotiated final rate so as to award this contract to any bidder as the Commission may deem fit and necessary.
- (4) To reject any tender without assigning any reason whatsoever.

VIII. NOTIFICATION OF AWARD OF CONTRACT

TNPSC will notify the successful bidder in writing that its bid has been accepted. The notification of award will constitute the formation of the contract.

IX. INSURANCE & PROVIDENT FUND

Group Insurance should be provided to the deployed personnel by the selected Contractor. ESI coverage & Employee Provident Funds at applicable rates from time to time, should be paid every month for all deployed personnel by the Contractor.

X. LIABILITY

The Contractor is responsible for any cash theft or stock deficit or loss / damage caused by the personnel deputed by the Contractor during the course of the contract, and the same will be recovered from the Contractor.

XI. SECURITY DEPOSIT

- a. A security deposit amount not exceeding 5% of the value shall be paid by the successful bidder.
- b. The Security Deposit amount will be refunded to the Successful Bidder on completion of 3 months after the Contract Period is over subject to satisfaction of TNPSC. Such completion would be arrived at when the entire Scope of Work is executed by the Bidder as per the Contract Agreement and as per Order(s) issued by TNPSC from time to time. The security deposit amount will not earn any interest.

XII. SIGNING OF CONTRACT

After TNPSC notifies the successful bidder that its proposal has been accepted, the successful bidder shall sign the Contract within 10 working days. After signing of the Contract, no variation or modification of the terms of the Contract shall be made.

XIII. RIGHT TO TERMINATE THE PROCESS

TNPSC reserves the right to annul the Tender process, or to accept or reject any or all the Bids in whole or part at any time without assigning any reason and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

XIV. 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-IV.
- c) Sworn affidavit duly certified by Notary Public, is to be produced vide Annexure-V (Specimen appended) – in Twenty Rupees Non – Judicial Stamp paper.

XV. CONFIDENTIALITY

The Selected Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the TNPSC's business or operations without the prior consent of the TNPSC. The legal liability for breach of confidentiality by the bidder and its employees solely lies with the bidder.

XVI. FRAUDULENT/CORRUPT/COLLUSIVE/COHESIVE PRACTICES

The selected Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the process of work assigned to them. Notwithstanding anything to the contrary contained in this Request For Proposal, TNPSC shall reject a Proposal without being liable in any manner whatsoever to the selected Bidder, if it determines that the selected Bidder has, directly or indirectly or through an agent, engaged in any form of fraudulent/corrupt/cohesive/collusive practices, in the process. In such an event, TNPSC shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Performance Security.

XVII. ARBITRATION & JURISDICTION

In case of any dispute, the matter will be referred to a sole Arbitrator to be appointed by the Secretary, TNPSC under the "Arbitration and Conciliation Act 1996". The arbitration shall be held in Chennai, Tamil Nadu, India and the language of arbitration shall be English. The Courts at Chennai alone shall have jurisdiction in the matter.

TAMIL NADU PUBLIC SERVICE COMMISSION

ANNEXURE-I

CHECKLIST-CUM-QUESTIONNAIRE FOR ELIGIBILITY CRITERIA

SL. NO.	ELIGIBILITY CONDITION	YES/NO
1	Is the firm registered in India	
2	Do you have at least five years of experience in the field of housekeeping/utility management services in office premises of Government / Autonomous bodies/ Public Sector Undertakings or Large Private Sector Concerns like IT Parks, Malls, Airports, Hospitals etc.,	
3	Do you have an operating branch office at Chennai?	
4	Have you uploaded the Certified copy of Chartered Accountant stating that the Bidder had a minimum annual turnover of Rupees 1 Crore during any two years between 2021-2022 to 2023-24	
5	Have you ever been blacklisted by any Government Organization / Department/ PSU/ any other agency on the day of bidding?	
6	Have you uploaded all Forms and Annexure (Except Annexure-III) required for this tender?	

(Copy of supportive documents to be uploaded)

ANNEXURE-II

(Bidder has to mention against each item whether it is Uploaded or not.

Sl. No.	Name of the document	Uploaded/ Not Uploaded
1	Bidder's authorization certificate	
2	Copies of Certificate of incorporation of the Firm (e.g. Registration as Partnership Firm, Proprietary concern, Company etc.)	
3	Certificate copies of following Registrations namely; <ul style="list-style-type: none">• Income Tax PAN• Goods and Services Tax Registration• Provident fund (PF) Registration• ESI Registration	
4	<p>Proof of having executed an assignment in clause III (a) (1) of this tender document in Government / Autonomous bodies/ PSU / Large Private Sector Concerns /Institution during the past five years:</p> <p>Successfully executed / completed for similar work as detailed below:</p> <p>(i) Three similar works each costing not less than Rs.35,00,000/- per annum</p> <p style="text-align: center;">or</p> <p>(ii) Two similar works each costing not less than Rs.60,00,000/- per annum</p> <p style="text-align: center;">or</p> <p>(iii) One similar work costing not less than Rs.75,00,000/- per annum.</p>	
5	Proof in support of Quality Certification received, if any.	

6	Certificate from its Certified Chartered Accountant, stating that the Bidder had a minimum annual turnover of Rupees 1 Crore during any two years between 2021-2022 to 2023-24	
7	Proof of performance satisfactory certificate from the previous Organization	
8	Proof of Latest Solvency Certificate issued by a Tahsildar / Scheduled Bank / Nationalized Bank in India	
9	Valid Labour License issued from Regional Labour Commissioner for specific number required for the contract under Contract Labour (Regulation & Abolition) Act,1970	
10	Proof for Local Office at Chennai	
11	Proof for remittance of EPF and ESI for last year (2023-2024)	
12	Declaration regarding blacklisting / debarring from taking part in Govt. Tender by Government / Autonomous Bodies / Public Sector Undertakings (Declaration format as given in Annexure-VI)	

ANNEXURE – III

BILL OF QUANTITY

NAME OF WORK: MECHANISED HOUSE KEEPING IN THE
TAMIL NADU PUBLIC SERVICE COMMISSION, CHENNAI-600 003.

Breakup details

Cost of Cleaning Materials/ Consumables used per month	
Cost of Machineries deployed per month	
Manpower charges per month for 14 persons	
Supervisory charges per month for one person	
Administrative charges	
Taxes (GST)	
Total	

ANNEXURE - IV

**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 his constituent partners failed to complete, any contract work during the past "Three" years

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

ANNEXURE – V

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

ANNEXURE-VI

E- Tender for Mechanised Housekeeping in Tamil Nadu Public Service Commission, Chennai.

Ref: Tender No. /2024

(To be executed & Attested by Public Notary / Executive Magistrate on Rs.100/- Stamp paper by the bidder)

DECLARATION REGARDING BLACKLISTING / DEBARRING FROM TAKING PART IN GOVT. TENDER BY Government / Autonomous Bodies / Public Sector Undertakings

I / We Proprietor / Partner (s) Director (s) of M/s._____ hereby declare that the firm / company name M/s._____ has not been blacklisted or debarred in the past by Government / Autonomous Bodies / Public Sector Undertakings from taking part in Government tenders.

(Or)

I / We Proprietor / Partner (s) Director (s) of M/s._____ hereby declare that the firm / company name M/s._____ was blacklisted or debarred in the past by Government / Autonomous Bodies / Public Sector Undertakings from taking part in Government tenders for a period of _____ years w.e.f _____

The period is over on _____ and now the firm / company is entitled to take in Government tenders.

In case, if the above information is found false, I / We are fully aware that the tender / contract will be rejected / cancelled by TNPSC and shall be forfeited.

In addition to the above, TNPSC will not be responsible to pay the bills for any partially completed work.

Signature: _____ Name: _____ Capacity in which as signed: _____
Name & Address of the firm: _____

Place:

Seal of the firm should be affixed

ANNEXURE-VII

Certificate of Undertaking

1. I/ We have read the Tender Documents completely and understood the requirements and conditions laid down in it. 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.
2. I/ We have not been blacklisted by any State/Central/Other Government Institutions / Autonomous Body as on the date of bid opening.