



**THE INSTITUTE OF CHARTERED ACCOUNTANTS OF INDIA
(ICAI)**

**TENDER FOR
HOUSEKEEPING SERVICES
AT
ICAI'S OFFICES/PREMISES AT
ICAI BHAWAN, KASBA AND ICAI BHAWAN, RUSSEL STREET,
KOLKATA**

**TECHNICAL BID
(Part-I)**

Issued To :-

M/s.

Address

Tel. No.

Name of the Person

Signing the tender

Mobile No.

E-mail ID

**LAST DATE FOR SUBMISSION
OF SEALED TENDERS**

: 24.03.2025 upto 5.00 p.m.

TOTAL NUMBER OF PAGES

: 66

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THE INSTITUTE OF CHARTERED ACCOUNTANTS OF INDIA (ICAI)

Regional Office: "ICAI Bhawan", 7, Russel Street, Kolkata – 700 071
Decentralised Office: "ICAI Bhawan", 382/A Prantik Pally, Rajdanga, Kasba,
Kolkata – 700 107
H.O.: "ICAI Bhawan", Indraprastha Marg, New Delhi - 110 002
www.eirc-icai.org

NOTICE INVITING TENDER (PRESS)

ICAI invites unconditional sealed tender in Two Bid system (Techno- commercial and Financial Bids in two separate covers) from Housekeeping Agencies for providing Housekeeping services to the ICAI's offices / Premises located at ICAI Bhawan, Kasba and ICAI Bhawan, Russel street, Kolkata. The tender forms can be downloaded from ICAI's website www.icai.org & www.eirc-icai.org
The last date for submission of sealed tender is 24.03.2025 upto 5.00 p.m.

The Secretary, ICAI

THE INSTITUTE OF CHARTERED ACCOUNTANTS OF INDIA (ICAI)

Regional Office: "ICAI Bhawan", 7, Russel Street, Kolkata – 700 071
Decentralised Office: "ICAI Bhawan", 382/A Prantik Pally, Rajdanga, Kasba,
Kolkata – 700 107
H.O.: "ICAI Bhawan", Indraprastha Marg, New Delhi - 110 002

NOTICE INVITING TENDER (WEBSITE)

ICAI invites unconditional sealed tenders in Two Bid system (Techno- commercial and Financial Bids in two separate covers) from registered and experienced Housekeeping Agencies for providing Housekeeping services to the ICAI's offices/ Premises located in Kolkata.

RELEVANT INFORMATION AT A GLANCE

1.	Name of the Work	Unconditional Tender For providing Housekeeping Services at the ICAI's offices located at ICAI Bhawan, Kasba and ICAI Bhawan, Russel street, Kolkata.
2.	Cost of tender documents	Rs. 2360/- (including GST) in the form of demand draft drawn in favor of "Secretary, The Institute of Chartered Accountants of India", payable at Kolkata.
3	Last date for submission of tenders	24.03.2025 upto 5.00 p.m. Tenders may be dropped in the Reception Counter at the Ground floor at ICAI BHAWAN, 382/A Prantik Pally, Rajdanga, Kasba, Kolkata -700107. Alternatively, Tenderers may send the tender through Speed Post or Registered Post so as to reach on or before the last date and time of submission. Submission of tender by any other mode shall not be considered. The ICAI will not be responsible for any postal delay in receipt of tender documents.
4.	Earnest Money Deposit	Earnest Money Deposit (interest free, refundable) of Rs.1,50,000/- (Rupees One Lakhs Fifty Thousand only) by way of a Demand Draft Issued by Nationalized/ Scheduled Commercial Bank, in favor of the "Secretary, The Institute of Chartered Accountants of India", payable at Kolkata. Alternatively, the bidder can furnish the amount of EMD in the form of Bank Guarantee issued by a nationalized/ Scheduled Commercial bank in favor of the Secretary ICAI having validity of nine months in the Proforma enclosed as per Annexure E . EMD is to be submitted by all bidders. <u>PI. note: No interest shall be paid on the EMD.</u> EMD should not be predated to the date of publication of the Tender.
5.	Date of opening the Technical Bid (Cover-1)	The Technical bids shall be opened at any other date & time as per discretion/instructions of ICAI even if bidders are not present. In the event, the specified date of bid opening is declared as a holiday for ICAI, the bid shall be opened on the next working day at the specified time and location.
6.	Pre-bid Meeting	A pre-bid meeting will be held on 10.03.2025 at 2.30 PM at ICAI BHAWAN, 382/A Prantik Pally, Rajdanga, Kasba, Kolkata -700107.
7.	Date of opening of Financial bid (Cover -2)	After evaluating the technical bids on the given Parameters, the Financial bids of technically qualified bidders shall be opened on same day or any other date as notified by the ICAI even if bidders are not present. In the event, the specified date of bid opening is declared as a holiday for ICAI, the bid shall be opened on the next working day at the specified time and location.

8.	Validity of Tender	Tender shall be valid for 90 Days for acceptance from the last date of submission of the Tender.
9.	TDS (Income Tax) & GST	As Applicable
10.	Performance Security	EMD of the successful bidder shall be refunded on his furnishing the Performance Security and executing the Agreement. If successful Tenderer does not pay the Performance Security in the prescribed time limit and does not execute the Agreement, his earnest money deposit will be forfeited by ICAI. The successful tenderer has to furnish Performance Security in the form of Bank Guarantee of an amount equal to 10% of the contract value or Rs 400000/- whichever is higher with validity of 12 months plus 90 days.
11.	Amount in words	Bidder shall write amount in numbers and in words, in case of any discrepancy, amount in words shall be considered as final and binding on both parties.

Note:

1. ICAI reserves all rights at any time to reject any tender / bid at any stage and/or time fully or partly for whole process and/or for particular contractor and also reserves all rights at any time to add, alter, modify, change, edit & delete any item and/or condition at any stage and/or vary all or any of these terms and conditions or replace fully or partly for whole process and/or for particular contractor or vary all or any of these terms and conditions or replace without assigning any reasons whatsoever. In this regard, the decision of ICAI shall be final and binding on all the participants.
2. ICAI reserves right to reject any or all tenders / bids and the entire tender process without assigning any reason whatsoever.
3. Canvassing in any form in connection with the tender is strictly prohibited and the tender submitted by the Housekeeping Agency which resorts to canvassing is liable to be rejected.
4. ICAI or its representatives shall not entertain any bidder during the period of the selection of Contractor is in process.
5. ICAI reserves the right to verify the particulars furnished by the tenderer/ bidder, independently.
6. In no case, the request of bidder for change or modification in any terms and conditions of the Tender, including but not limited to the terms and conditions related to payment shall be entertained.
7. ICAI reserves the right to modify any condition of Tender documents at any time. ICAI can also issue corrigendum/addendum to this tender by notifying the same at www.icaai.org & www.eirc-icaai.org
8. ICAI reserves the right to award contract in full or in part to one or more bidder/ contractor without assigning any reason, what so ever.
9. ICAI also reserves the right not to accept the lowest bid.

10. Tender bearing any condition will be summarily rejected.
11. For any query, please contact at 90071 13088/91470 48471/91470 48475 OR email: ero.dcopc@icai.in

Details of Premises where the Household Service is to be provided:

Regional Office: "ICAI Bhawan", 7, Russel Street, Kolkata – 700 071

Decentralised Office: "ICAI Bhawan", 382/A Prantik Pally, Rajdanga, Kasba, Kolkata – 700 107

Section - I

ELIGIBILITY CRITERIA

General Eligibility

This invitation to respond to the unconditional Tender is open to such qualified and reputed Housekeeping Agencies which are registered and have their Registered Office in India. Along with the General Eligibility criteria, bidder has to satisfy the following criteria:

1. The Bidder shall have its Registered Office in Kolkata and in case of firm / company having Registered Office in any other State/Union Territory. It must have its Branch office in Kolkata.
2. The Bidder shall have an average annual turnover of Rs.50 lakh during the last three financial years ending on March, 2024. Copies of the P&L Account and Balance Sheet duly certified by the Chartered Accountant must be enclosed with the Tender document.
3. The bidder shall have an experience in providing Housekeeping services to the Government Departments/Autonomous Institutions/Universities/Public Sector Undertakings/Public Sector Banks/ Financial Institutions or Local Bodies/ Municipalities and must have executed two or more of Rs. 25 lakh or have a single running work order of contract value more than Rs.25 Lakh, in the last three financial years starting from FY March 2021. The details of such organizations along with the value of contract be provided as part of Technical Bid. 1`
4. The Bidder shall have minimum 5 years' experience of providing Housekeeping services. The Bidders are also required to submit the satisfactory performance report/ certificate from the Respective Organizations to which it had provided or to which it is providing the Housekeeping Services.
5. Along with the bid bidder shall have to submit the Satisfactory Performance Report from their existing clients and/ or from their last client. Non furnishing of Satisfactory Performance Report and/ or Non-Satisfactory Performance Report shall amount to rejection of Bid summarily.
6. If the Bidder is working in any of the Offices of ICAI, it is mandatorily required to submit a Satisfactory performance Report from the concerned office(s) of ICAI failing which the tender would be rejected summarily.
 7. There should neither be any litigation nor any criminal matter or case pending against the Proprietor, Firm, Partner, or the Company (Agency) or any of its Directors. A Declaration to this effect be provided.
8. The bidder shall have minimum strength of 100 Housekeeping personnel on its rolls.
9. The Bidder shall have the following Registrations and details of the same shall be provided in the Technical Bid:
 - (a) PF Registration
 - (b) ESI Registration
 - (c) GST Registration
 - (d) Valid License, issued by Regional Labour Commissioner, Govt. of India
 - (e) Statement indicating financial status, total manpower engaged in various other contracts
 - (f) Proof of Registration of firm /Agency along with Proprietary Certificate/Partnership Deed Certificate of Incorporation, MOA, AOA as the case may be
 - (g) Proof of compliance of other statutory requirements

- (h) Income Tax clearance certificate.
- (i) Copies of contracts already executed and those in hand along with their value.
- (j) Statement indicating financial status, total manpower engaged in various other contracts
- (k) Profile of the Company / Agency/ Firm
- (l) Copy of audited Balance Sheets along with Profit and Loss Accounts duly certified by the Chartered Accountant for the Financial Year 21-22, 22-23 and 23-24
- (m) Copy of ITR filed by the bidder for the Financial years 21-22, 22-23 and 23-24
- (n) Copy of Pan Card of the Bidder.
- (o) Any other relevant document(s)
- (p) Duly filled Declarations provided as Annexures to this Tender Document.

Note:

The intending bidders are required to submit their consolidated bid for providing Housekeeping Services at all the aforementioned places and any bid which is with respect to any one of the locations or for all locations excluding any one or more locations shall be rejected summarily.

Section – II

INSTRUCTIONS TO TENDERERS

1. Every Bidder is required to submit declaration in following Annexures:

- **Annexure 1:** Declaration with respect to Integrity and no Conflict of Interest.
- **Annexure 2:** Declaration regarding qualification
- Duly filled any other Declarations provided in the Annexures to this Tender Document.

2. GENERAL

- 2.1 Please examine each and every clause of Tender documents carefully. One set of Tender Documents consisting of Instructions to Tenderers, General Conditions of Contract, Scope of Work etc. will be issued to each Bidder. Bidder shall submit the Tender Documents (Technical Bid & Financial Bid) duly signed and stamped on each page of tender in token of his acceptance along with his bid.
- 2.2 Bid shall remain valid for 90 days from the last date of submission of Part II i.e. Commercial Bids. **Tender submitted by opting for single location or group of locations excluding one or more locations shall be rejected summarily.**
- 2.3 Unconditional sealed tenders are invited under two bid systems directly from the established, registered, reputed Housekeeping service agencies/firms/companies having wide infrastructure across the country for providing housekeeping services to the ICAI. The cost of tender document i.e. Rs.2360/- (Rupees Two Thousand Three Hundred Sixty Only) in the form of Demand Draft from any Nationalised/ Scheduled Commercial Bank drawn in favor of '**Secretary, The Institute of Chartered Accountants of India**', payable at Kolkata is to be submitted along with the Tender. The non-submission of cost of DD against the tender form shall lead to rejection of the bid.
- 2.4 **CLARIFICATION REQUESTS BY BIDDER**
- 2.4.1 Although the details presented in this Tender Documents comprising of conditions of contract, scope of work etc. have been compiled with all reasonable care, it is the Bidder's responsibility to ensure that the information provided is adequate and clearly understood.
- 2.4.2 Bidder shall examine the Tender documents thoroughly in all respect.
- 2.4.3 Any failure by Bidder to comply with the aforesaid requirement shall not absolve the Bidder from liability, after subsequent award of contract, from performing the work in accordance with the tender Documents.
- 2.4.4 Before tendering, the tenderers are requested to visit the site and satisfy themselves fully regarding the nature of the work and get required clarifications from the ICAI, if any. No plea with respect to want of information or clarification on any particular point shall be entertained after the bid has been received.
- 2.4.5 With respect to the Bidders who qualify in the Technical Bid, ICAI will appoint designated officers for random visits to the existing clients of the bidders and evaluate quality of service

and other necessary requirements. ICAI will evaluate site visit reports given by appointed designated officers. Depending upon the evaluation of reports, bidders will be shortlisted to open their respective financial bids. This will be core criteria to shortlist the bidders to open financial bids.

2.5 AMENDMENT OF TENDER DOCUMENT

- 2.5.1 ICAI may, for any reason whether at its own initiative or in response to the clarification requested by the prospective Bidder, issue amendment in the form of addendum / corrigendum during the Bidding period and subsequent to receiving the bids.
- 2.5.2 Any addendum / corrigendum thus issued shall become part of Tender document and Bidder shall submit 'original' addendum/corrigendum duly signed and stamped in token of his acceptance.
- 2.5.3 For addendum issued during the Bidding period, Bidder shall consider the impact in his Bid. For addendum issued subsequent to receiving the Bids, Bidder shall follow the instructions issued along with addendum with regard to submission of impact on quoted price / revised price, if any.

3. CLARIFICATION REQUESTS BY BIDDER

- 3.1. Although the details presented in this Tender Documents comprising of conditions of contract, scope of work etc, have been compiled with all reasonable care, it is the Bidder's responsibility to ensure that the information provided is adequate and clearly understood.
- 3.2. Bidder shall examine the Tender documents thoroughly in all respect before submitting his bid.
- 3.3. Any failure by Bidder to comply with the aforesaid requirement shall not absolve the Bidder from liability, after subsequent award of contract, from performing the work in accordance with the tender Documents.
- 3.4. Before tendering, the tenderers/ bidders are requested to visit the site and satisfy themselves fully regarding the nature of the work and get required clarifications from the ICAI, if any. No plea with respect to want of information or clarification on any particular point shall be entertained after the bid has been received.

4. EARNEST MONEY DEPOSIT

- 11.1 The bid must be accompanied by Earnest Money Deposit (EMD), for the amount of Rs.1,50,000/-(Rupees One lakh Fifty Thousand only) in the form of a Demand Draft only drawn on any Nationalized / Scheduled Commercial Bank in favour of '**Secretary, The Institute of Chartered Accountants of India**', payable at Kolkata Alternatively, the bidder can furnish the amount of EMD in the form of Bank Guarantee issued by a nationalized/ Scheduled Commercial bank in favor of the Secretary ICAI having validity of Nine months in the Performa enclosed as per **Annexure E**. EMD is to be submitted by all bidders irrespective of their status. No interest is payable on EMD in any case.
- 11.2 If the bidder, after submission, revokes his bid or modifies the terms and conditions thereof during the validity of his bid except where the ICAI has given opportunity to do so, the Earnest Money Deposit submitted by Bidder shall, in such case, be forfeited.
- 11.3 ICAI may at any time cancel or withdraw the invitation to bid without assigning any reason and the Earnest Money Deposit submitted by Bidder shall in such case be refunded to him without any interest.
- 11.4 The successful Bidder shall be required to furnish within 7 days of acceptance of his bid, Bank guarantee for performance equal to Rs. 4,00,000/- or 10% of the Annual Contract

value whichever is higher with the ICAI in the manner indicated in General Conditions of Contract. In case, the successful Bidder fail or refuse to sign the agreement or furnish Bank Guarantee within the period as indicated above, the Earnest Money shall be forfeited.

11.5 The EMD is liable to be forfeited in case:

- i) the Bidder unilaterally modifies its application price any time after submission of Bid or after being declared as successful bidder
- ii) the bidder withdraws its/his offer during the period of tender validity.
- iii) non-acceptance of Letter of Intent/ Work Order by the successful Bidder.
- iv) bidder fails to furnish performance guarantee/ security deposit within 7 days from the issuance of award of the work/issue of Letter of Intent/ Work Order.
- v) Successful bidder fail to commence the work within the stipulated time period prescribed in the Contract
- vi) the successful bidder refuses/fails to execute the Agreement or furnish the Performance Guarantee.
- vii) the Bidder is found to be indulged in Canvassing in any form in connection with tender.
- viii) the Bidder is found to be suppressing the information or furnishing wrong information.
- ix) the successful bidder fails to honour or refuses to comply with or modifies any or all terms and conditions of the RFP/ tender/ LoI/ Work Order.

5. DOCUMENTS COMPRISING THE BID

5.1 ICAI intends to fully evaluate the Technical and Commercial submissions, therefore, Bidder is advised to furnish the complete and correct information required for evaluation of his Bid in given format only. If the information / documentation forming basis of evaluation is found incomplete / incorrect the same may be considered adequate ground for rejection of the bid.

5.2 Bidder shall arrange his bid in the following order:

I) PART-I TECHNICAL PART (BID)

Technical part shall comprise of the attachments, specifying attachment number arranged in the order as follows:

- a) Submission of Declaration letter along with Tender document, DD against the cost of tender form, Earnest Money Deposit and its details.
- b) Power of Attorney in favour of authorized signatory of the Bidder.
- c) Organization details
 - In case of a proprietorship firm, the name and address of proprietor and attested Copy of Certificate of Registration.
 - In case Bidder is a partnership firm, attested copy of the partnership deed, and attested copy of 'Certificate of registration of firm'.
 - In case of company (whether private or public), attested copy of the 'Certificate of Incorporation' together with attested Memorandum / Articles of Association, alongwith certified copy of the Board Resolution for decision of the company to participate in bids.
- d) **Composition of the Housekeeping Agency**—Full particulars (whether contractor is an individual, or a partnership firm, or a company etc) of the composition of the Housekeeping Agency in detail should be submitted along with name(s) & address(es) of the partners/copy of the Articles of Association /Power of Attorney/any other relevant document.

- e) **Work experience & completion of similar works during the specified period** Copies of the detailed work orders indicating date of award, value of awarded work, time given for completing the work, etc and the corresponding completion certificates indicating actual date of completion and actual value of executed similar works along with Certificate of satisfactory performance from the respective Organisation/ Department/ client should be enclosed as proof of the work experience and satisfactory performance of work.
- f) **Details of completed works** –The client-wise names of work(s), year(s) of execution of work(s), awarded and actual cost(s) of executed work(s), completion time stipulated in the contract(s) and actual time taken to complete the work(s), name(s) and full address with contact-details of the officers /authorities /departments under whom the work(s) was/were executed should be furnished.
- g) **Credit worthiness of the Tenderer and its turnover during the specified period CA** Certified Balance sheets & Profit and Loss Account of last 3 years should be enclosed ending on March, 2024
- h) **Name(s) & Address(es) of the bankers of the Tenderer and their contact details.**
- i) **Name(s) & Address(es) along with full contact details of officials of the Existing Clients (Siteswise) of the Tenderer along with certificate of satisfactory performance issued by the existing client of the tenderer.**
- j) **Name(s) & Address(es) along with full contact details of officials of ICAI as a client if working along with certificate of satisfactory performance issued by them.**
- j) List of staff with their qualifications and experience.
- k) Copies of labour license, works contract registration and GST registration certificate, if any, Proof of Registration with ESI & PF Commissioner with separate code, Proof of compliance of other statutory requirements; Income Tax clearance certificate, Profile of the Company / agency/ firm.
- l) Performance Certificate from existing clients, if any.
- m) Check list of submission of bid.
- n) Any other relevant document, Bidder desires to submit.

II) PART-II PRICED FINANCIAL PART (PRICE BID)

- a) Priced-financial Part shall be submitted duly filled in given format only in conformity to statutory compliances.
- b) No stipulation, deviation, terms & conditions, presumption, basis etc. shall be stipulated in Price part of bid. ICAI shall not take cognizance of any such statement and may at their discretion reject such price bids.

6. SUBMISSION OF BID

6.1 SUBMISSION IN TWO SEPARATE ENVELOPS

Bidders should go through the Tender documents and should offer their Bids in sealed cover comprising of two sealed Packets, superscribing Technical Bid (Packet – I) and Financial Bid for Eastern Region (Packet-II), together placed in a third wax / tape sealed cover super-scribing **“Tender for providing Housekeeping Services at ICAI’s Premises at Kasba and Russel street, Kolkata ”**. The Last Date of submission of duly filled in bid is 24.03.2025 up to 5.00 P.M. The Technical Bids will be opened on a later date as decided by the competent authority in the ICAI Bhawan, 382/A Prantik Pally, Rajdanga,

Kasba, Kolkata -700071 in the presence of the prospective bidders, if they wish to be present. Those present, shall have to produce Authorization Letter from the agency/firm/company before the Tender Committee. **A pre-bid meeting will be held on 10.03.2025 at 02.30 P.M at ICAI Bhawan, 382/A Prantik Pally, Rajdanga, Kasba, Kolkata -700071.** The Financial Bid of the Successful Bidders, who have been found technically qualified, will be opened at a later date to be informed separately.

I) PART-I- TECHNICAL PART

- a) This part shall contain technical bid. This envelope shall comprise the signed copy of Tender documents, addendum (if any), the information listed for submission in Part -I under Para 3.2 (I) above. Techno-commercial bid disclosing prices shall be summarily rejected.
- b) The envelope shall have following information clearly written on the outside of the envelope, failing which ICAI will assume no responsibility for the misplacement or premature opening of the bid.

Part-I Technical Part

“Tender for Providing Housekeeping Services at ICAI’s Premises in Kolkata”

Due date & time of Opening: Will be opened at a later date, to be informed separately

From: Address of Bidder: _____

Contact details of Bidder: _____

Original Earnest Money Deposit (EMD) shall also be enclosed in this part.

II) PART-II SEALED PRICE FINANCIAL PART

- a) This part of the bid shall contain the Schedule of Rates, duly filled in all respects and other information specifically requested for submission in price part under Para 3.2 (II) above. The envelope shall have the following information clearly written on outside of the envelope, failing which ICAI will assume no responsibility for the misplacement or premature opening of the bid.

Part-II —Financial/Price Part

“Tender for Providing Housekeeping Services at ICAI’s Premises in Kolkata”

Name and Address of Bidder: _____

Contact details of Bidder : _____

6.2 Address to which bids are to be sent (Post/ Hand /etc.)

**The Eastern Region Head,
The Institute of Chartered Accountants of India,
ICAI BHAWAN, 382/A Prantik Pally, Rajdanga, Kasba,
Kolkata -700071**

Bid received after the time and date fixed for receipt of bid shall be rejected. In case of incomplete submissions, ICAI shall not be under any obligation to give the bidder an opportunity to make good such deficiencies and ICAI shall treat such bids as incomplete and not consider for further evaluation. Incomplete Tenders or tenders received without Earnest Money Deposit (EMD) shall be rejected summarily.

6.3 SIGNING OF TENDER

The Tender shall contain the name, place of business and other prescribed details of the Bidder and shall be sent by the Tenderer under his signature or under the signature of its duly authorized representative and stamp. Partnership firms shall furnish full names of all the partners and shall annex a copy of the validly existing Partnership Deed with the Tender. It shall be signed in the partnership name by all the partners or by duly authorised representative followed by the name and designation of the person signing. Tender by body corporate shall be signed in the name of body corporate by a person duly authorised to do so. All the pages/documents of the Tender should bear the signature and stamp of the tenderer with date. All the entries by the tenderer should be in one ink & legibly written. Any over-writing, corrections & cuttings should bear dated initials of the tenderer. Corrections should be made by writing again instead of shaping or over-writing.

Rates should be quoted both in figures as well as in words. In case the rates quoted in words & figures are at variance, the rates written in words shall be taken as final.

7. TECHNO-COMMERCIAL DISCUSSIONS

Bid of the bidder who submits the cost of Tender Document and required EMD shall be taken up for detailed evaluation. Techno-commercial discussions with bidder shall be arranged, if needed.

8. EVALUATION CRITERIA:

The Tender Documents submitted by the Tenderers will be evaluated in the following manner: The initial criteria prescribed in Section - I will first be scrutinized and the Tenderer's eligibility for the work to be determined. The Tenderers qualifying the initial criteria will be further evaluated for following criteria by scoring method on the basis of details furnished by them.

a)	Financial strength	Maximum 20 marks
b)	Experience in similar nature of work during last five years	Maximum 20 marks
c)	Contractors who have satisfactorily must have executed at least two or more work order/contract of Rs. 25 lakh or running single work order/contract with annual value of more than Rs.25.00 Lakhs and above, in the last three financial years.	Maximum 20 marks
d)	The bidder have minimum strength of 100 or above, Housekeeping personnel on its rolls.) –	Maximum 10 marks
e)	Performance of works – Quality	Maximum 15 marks
f)	Experience of Visiting ICAI Officials,	Maximum 15 marks
	Total	100 marks

To be eligible for short listing, the Bidder must secure at least 50% (Fifty) percent marks in each Technical parameter (for Serial Number 1 to 5) and 60% (Sixty) percent marks in aggregate.

Bid Opening, Evaluation Process and Selection Procedure

9.

Evaluation of Proposals: Response to this Tender would be evaluated in two phases. Initially technical bids will be opened and evaluated. Those bidders who satisfy the technical requirements of the work, as per the requirements/specifications and the terms and conditions of this Tender, shall be short-listed. Financial bids shall be opened only for the short-listed bidders who have qualified in the technical bid. Authorized representatives of the Bidders may be present during the Bid Opening if desired. ICAI may constitute Evaluation Committee to evaluate the Proposals submitted by Bidders for a detailed scrutiny. Subject to terms mentioned in the RFP, a multi-stage process, as explained below, will be adopted for evaluation of Proposals submitted by the specified date and time.

Evaluation of Financial Proposal: The financial bid shall be opened of only those Bidders who have been found to be technically eligible. The financial bids shall be opened in presence of representatives of technically eligible Bidders, who may like to be present. ICAI shall inform the date, place and time for opening of financial bid

To be eligible for short listing, the Bidder must secure at least 50% (Fifty) percent marks in each Technical parameter (for Serial Number 1 to 5) and 60% (Sixty) percent marks in aggregate.

- Evaluation of Technical proposal would be on the following technical parameters carrying total 100 marks and each technical parameter has been assigned maximum score as given in the table below:

Criteria

(Also Teaching/ Training/ Research/ Educational/ Institutional building shall be considered for evaluation) Buildings may be whole or part of larger complex/campus.

Applicant must carefully choose the manner in which it desires to submit the list of projects

Sl. No	Technical Parameters	Max score
1.	Average Annual Turnover of the Bidder during the last three (3) financial years(FY 21-22, 22-23 and 23-24)	20
	INR4 Crores or above:	(20 marks)
	INR 2 Crores or above:	(17 marks)
	INR 1 Crores or above:	(14 marks)
	INR 50 lac or above:	(10 marks)

2.	The Bidder shall have minimum 5 years' experience in same nature of workfor reputed organisations/Institutions - Period of Practice* up to the dateof issue of EOI. Upto 5 years		20
	10 years or above	(20 marks)	
	7 years or above	(15 marks)	
	5 years or above	(10marks)	
3.	Contractors who have satisfactorily must have executed similar work and must have at least two executed or running single work order/contract with annual value of more than Rs.25.00 Lakhs and above, in the last three financial years.	(20 marks)	20
	Contractors who have satisfactorily must have executed similar work and must have at least two executed or running single work order/contract with annual value of more than Rs.50.00 Lakhs and above, in the last three financial years.	(15 Marks)	
	Contractors who have satisfactorily must have executed at least two or more work order/contract of Rs. 25 lakh or running single work order/contract with annual value of more than Rs.25.00 Lakhs and above, in the last three financial years.	(10 Marks)	
4.	The bidder have minimum strength of 100 or above, Housekeeping personnel on its rolls.	(10 marks)	10
	The bidder have minimum strength of 200 or above, Housekeeping personnel on its rolls.	(08 marks)	
	The bidder have minimum strength of 150 or above, Housekeeping personnel on its rolls.	(5 marks)	
5	bidder shall have to submit the Satisfactory Performance Report from their existing clients and/ or from their last client (Quality) Very Good	(15 marks)	15
	Good	(12 marks)	
	Satisfactory	(8 marks)	
6.	Experience of Visiting ICAI Officials, on Quality of services provided by the vendor. (Mark will be awarded by the visiting ICAI Officials on running work site) on found it Very Good	(15 marks)	15

	Experience of Visiting ICAI Officials, on Quality of services provided by the vendor. (Mark will be awarded by the visiting ICAI Officials on running work site) on found it Good	(12marks)	
	Experience of Visiting ICAI Officials, on Quality of services provided by the vendor. (Mark will be awarded by the visiting ICAI Officials on running work site) on found it Satisfactory	(8 marks)	
	IMPORTANT: List of all such persons with their field of specialization and tenure of work with the firm to be furnished Only qualified salaried staff employed for more than ONE year as on date of issue of the EOI shall be considered. Please provide supportive documentary evidence of employment. Principals/Partners will be counted for this purpose		
	Total		100

Note:

- Evaluation of Professional Strength and Experience of work shall be done on the basis of list of projects submitted by the applicant.
- Please provide sufficient information and valid proof for each parameter/factor assigned for calculating the marks in the evaluation criteria. If sufficient information and valid proof is not available about some parameter/factor during evaluation, Zero (0) marks may be assigned to that parameter/factor.
- Information as sought is to be given by individual applicant separately.
- Wherever sought, "experience" as on date of issue of EOI shall be considered for all purposes unless stated otherwise in the particular evaluation criteria.

To be eligible for short listing, the Bidder must secure at least 50% (Fifty) percent marks in each Technical parameter (For Serial Number 1 to 5) and 60% (Sixty) percent marks in aggregate. ICAI team will do physical inspection of each bidder's Site to verify the facts and details submitted by the bidder in technical bid and the same may become part of the technical evaluation criteria.

In case if zero marks are obtained by the bidder in any of the above-mentioned criteria, their bid is liable to be technically disqualified.

ICAI, at its sole discretion, shall have the right to interpret various aspects of the evaluation criterion as it deems fit. The decision of the ICAI on such interpretation and awards of marks shall be final and binding on all bidders. No reasons whatsoever shall be furnished regarding award of marks.

The evaluation of Technical Proposal will be done based on total marks obtained. Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points as per the technical evaluation criteria.

10. AWARD OF WORK

The bidder who is qualified through **quality and cost-based selection (QCBS)** by ICAI shall be issued Letter of Intent (LOI). Bidder shall confirm acceptance by returning a signed copy of the LOI. The successful bidder shall be required to execute a formal agreement in accordance with the 'Performa of Articles of Agreement' within 10 days of receipt of LOI/Detailed Letter of Award subject to such period as extended by ICAI in writing.

- 11. Performance Review:** Please note that, services will be on trial basis for a period of 3 months with effect from the date of awarding of the work, with same tender terms & conditions, Scope of Work, Requirements.

During the trial period, overall performance of the selected vendor shall be monitored and assessed closely by the ICAI Officials, so as to ascertain whether appointed firm is capable of rendering satisfactory services to the required level. In case services are found to have been unsatisfactory and /or not up to the required level of efficiency in all respects, a decision will be taken about extending the contract and/ or termination of the LOI after trial period.

- 12.** Contract Documents to be signed between ICAI & selected bidder shall consist of the following:
- a) Agreement
 - b) Letter of Intent/ Detailed letter of award
 - c) Original Tender document
 - d) Addendum / Corrigendum issued to bidder, if any.

Section - III

SCOPE OF WORK

Details of Manpower to be deployed at ICAI's various locations where Housekeeping Services are to be rendered

Sr. No.	Location	No of Manpower Required		
		H/K Supervisor	H/K Male/Female	Other Person
1	ICAI BHAWAN- Russel street	01	9	NIL
2	ICAI Bhawan - Kasba	01	6	NIL

1. Requirements:

1. Removal of paper, litter, garbage and packing material from all floors/rooms/pantry etc.
2. Vacuum cleaning of carpeted floors on a daily basis.
3. Dusting of furniture, telephones, etc., firstly with dry cloth and then with Colin/cleaner
4. Cleaning and scrubbing of toilets on regular interval /as and when required.
5. Cleaning of washbasins, sanitary fittings and toilets floors with dry & wet mops.
6. Cleaning of window glasses both sides, frames & air conditioning grills/ Lovers etc.
7. Dry & wet mopping of staircases, Pantry & lobby area.
8. Cleaning of planters. (Kept at office only)
9. Reception, lobbies to be mopped twice/thrice in a shift or as and when required.
10. Cleaning of Reception door and main entrance glass door and frames on both sides.
11. Cleaning of manholes, sanitary pipes, drains, drainage pipes - Weekly
12. Dry & wet mopping of main lobby area on regular intervals.
13. Dry & wet dusting of glass partitions. Glass panes, façade panes (From Inside) with glass cleaner.
14. Dusting and cleaning of conference tables and chairs.
15. Spot cleaning of carpets on regular basis as per prescribed maintenance instructions.
16. Cleaning of panel posters, paintings, light fittings, furniture and fixtures etc.
17. Scrubbing of staircase, lobbies and outside areas.
18. Brass polishing of brass/copper fixtures, if any
19. Cleaning of open courtyard, Lawns, Open area, footpath area on daily basis – twice a day.
20. Cleaning of Glass panes from outside upto minimum 1st floor level – Once in a month.
21. Cleaning and maintenance of artificial plants.
22. Washing and cleaning of both basements outside surroundings area by Jet Spray fortnightly.
23. Cleaning should be completed in office cited premises (except common places) prior to opening of office hours i.e. 8.30 AM so that work in office does not get interrupted in the middle for cleaning purpose.
24. Since various meetings / events are routinely conducted at various offices (on working as well as off days) hence agencies should ensure to maintain proper cleanliness / housekeeping services at all time.
25. Sanitization of Toilets, Lifts & Common Area on daily basis.

2. Shift Supervisor

- Supervision by an experienced and qualified supervisor who will be overall responsible for smooth functioning of all facilities which includes housekeeping.
- Responsible for the discipline, monitoring, control of housekeeping staff and operations
- Coordinate with Vendor HO for all requirements of ICAI including efficient and effective services, timely reporting of vendor staff, work performance, accounting, timely Government Compliances, availability of sufficient equipment's, consumables and utilities required for proper maintenance, cleaning chart maintenance etc., as required from time to time.

3. Wet and dry vacuum cleaner (Vacumat)

4. Housekeeping (Cleaning & Sweeping) shall comprise of the following:

Sr	Works Details	Work Frequency
1	Rooms/ Cabins	
	Cleaning of the doors	Daily
	Removal of the Cobwebs	Weekly
	Dusting of the verticals	Weekly
	Cleaning of Electrical Switches	Weekly
	Spot cleaning of the walls	Need Based
	Dusting of Windows	Daily
	Cleaning of Windows	Weekly
	Scrubbing of the skirting	Weekly
	Dusting of other article in the room	Daily
	Wet mopping of the Floor	Need Based
	Dry mopping of the Floor	Need Based
	Dusting of the Furniture & Fixtures	Daily
	Telephone and Computer Cleaning	Daily
	Fax and Photostat Machine Cleaning	Daily
	Fax and Photostat Machine Deep Cleaning	Weekly
	Telephone and Computer Deep Cleaning	Weekly
	Trash Removals	Need Based
	Emptying of Dustbins	Twice Daily
	Vacuum Cleaning of Carpets	Daily
	Spotting of Carpet	Need Based
	Cleaning of the Doormat	Daily & Need Based
	Electrical Equipment cleaning	Weekly
	Sanitization of rooms / Cabins	Weekly
2	Toilets	
	Cleaning of doors and windows	Daily
	Scrubbing of the Urinals	Twice Daily
	Scrubbing of the sinks	Twice Daily
	Washing of Toilet walls and floor	Daily
	Washing of W/C	Twice in a day
	Washing of W/B	Twice in a day
	Changing of the Urinal Cubes	Need Based
	Changing of the Odonil cubes	Need Based
	Cleaning of the Doormat	Daily / Need Based
	Trash Removals	Need Based
	Refilling of the Soup dispenser	Need Based
	Refilling of the Toilet paper rolls	Need Based
	Refilling of the face tissues	Need Based
	Cleaning of Toilet Fittings	Daily
	Cleaning of Washbasin	Daily
	Cleaning of Mirrors	Daily
	Sanitization of Toilets	Daily
3	Stairs	
	Wet Mopping of stairs	Twice Daily (Mor/ Eve)
	Dry Mopping of Stairs	Four times Daily
	Scrubbing of Stairs	Daily

Sr	Works Details	Work Frequency
	Sanitization of Staircase	Weekly
4	Passage area	
	Wet Mopping	Twice Daily
	Dry Mopping	Need Based
	Scrubbing of front entrance tiles/ Reception	Twice in a week
	Washing of the Floors	Need Based
	Sanitization of Passage Area	Weekly
5	Pantry	
	Dusting	Daily
	Wet Mopping	Twice Daily
	Dry Mopping	Four times Daily
	Washing of the Floor	Need Based
	Trash Removal	Need Based
	Sanitization of Pantry	Weekly
6	Cleaning of Lifts	Daily
	Sanitization of Lifts	Daily

Section - IV

GENERAL CONDITIONS OF CONTRACT

1. CONDITIONS PRECEDENT

Subject to express terms to the contrary, the rights and obligations under this unconditional Tender shall take effect only upon fulfilment of all the Conditions Precedent set out below. However, ICAI may at any time at its sole discretion waive fully or partially any of the Conditions Precedent for the Contractor.

- (i) The Successful Bidder shall be required to accept the LoI/ Work order within 7 days of its issuance or as informed by the Office
- (ii) The Successful Bidder shall be required to provide a Performance Security/ Bank Guarantee to the ICAI within 7 days of award of the work.
- (iii) The Successful Bidder shall be required to execute the Agreement within 7 days of issuance of LoI/ Work Order or as informed by the Office.

The parties may by mutual agreement extend the time for fulfilling the Conditions Precedent.

In the event of the Successful Bidder failing to fulfill the Conditions Precedent, ICAI/ Client shall not be liable in any manner whatsoever to the Successful Bidder and ICAI shall forthwith forfeit the EMD amount, Performance Security and/ or Performance Guarantee, Retention Money etc. as the case may be.

2. REPRESENTATIONS AND WARRANTIES:

The Bidder/ Tenderer Service Provider represent and warrants to ICAI that:

- a) It is duly organized and validly existing under the laws of India, and has full power and authority to execute and perform its obligations under this tender document and to carry out the transactions contemplated hereby;
- b) It has taken all necessary corporate and other permits, licenses and actions under laws applicable to its business to authorize the execution and delivery of this Tender and to validly exercise its rights and perform its obligations under this Tender;
- c) It has the financial standing and capacity to undertake the Project in accordance with the terms of this Tender/ Agreement;
- d) In providing the Services, it shall use reasonable endeavors not to cause any disruption to ICAI's normal operations
- e) This Tender has been duly executed, filled and submitted by it and constitutes a legal, valid and binding obligation, enforceable against it in accordance with the terms hereof, and its obligations

under this Tender shall be legally valid, binding and enforceable against it in accordance with the terms hereof;

- f) The information furnished in the Tender document and as updated is true, accurate and nothing is concealed or suppressed in the Tender document submitted.
- g) The execution, delivery and performance of work under this Tender shall not conflict with, result in the breach of, constitute a default by any of the terms of its Memorandum and Articles of Association or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected;
- h) There are no material actions, suits, proceedings, or investigations pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the breach of this Tender or ensuing Agreement or which individually or in the aggregate may result in any material impairment of its ability to perform any of its material obligations under this Tender/ RFP or ensuing Agreement;
- i) It has not violated or defaulted with respect to any order, writ, injunction or decree of any court or any legally binding order of any Government Instrumentality which may result in any Adverse Effect on its ability to perform its obligations under this Tender or ensuing Agreement and no fact or circumstance exists which may give rise to such proceedings that would adversely affect the performance of its obligations under this Tender or ensuing Agreement;
- j) It has complied with Applicable Laws and has not been subjected to any fines, penalties, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have an Adverse Effect on its ability to perform its obligations under this Tender or ensuing Agreement;
- k) It and its personnel, have the necessary experience, skill, knowledge and competence to perform the Services under the tender documents;
- l) No sums, in cash or kind, have been paid or shall be paid, by it or on its behalf, to any person associated with ICAI in any manner whatsoever by way of fees, commission or otherwise for award or promise to award of work under this Tender or for influencing or attempting to influence any person associated with ICAI in any manner whatsoever in connection with this Tender.
- m) No representation or warranty by it contained herein or in any other document furnished by it to ICAI or its Employee or its nominated agencies in relation to the Required Consents contains or shall contain any untrue or misleading statement of material fact or omits or shall omit to state a material fact necessary to make such representation or warranty not misleading;

3. SCOPE OF SERVICES

Scope of Services as detailed in Scope of Work (Section – III)

4. **EARNEST MONEY DEPOSIT & PERFORMANCE SECURITY**

The bidders shall submit an Earnest Money Deposit (EMD) of 1,50,000/- (Rupees One Lakh Fifty Thousand only), in the form of Demand Draft/Pay Order drawn on any Nationalized/Scheduled Commercial Bank in favour of '**The Secretary The Institute Of Chartered Accountants of India**', payable at Kolkata. EMD is required to be submitted by all the bidders irrespective of their status as MSME, Start-Up, etc.

- 4.1 In case of the unsuccessful bidders, Earnest Money Deposit shall be returned after finalization of the tender process or within three months from the date of opening of tender, whichever is earlier. No interest shall be payable on the EMD. EMD should not be predated to the date of publication of the Tender.
- 4.2 In case, the successful Bidder revokes his bid during the period of tender validity, unilaterally modifies the terms and conditions or price thereof during the validity of the bid or after being declared the "successful bidder" except where ICAI has given opportunity to do so or in any other case as provided hereinafter the earnest money or any other amount due and payable by ICAI to the Successful Bidder shall be forfeited. EMD shall also be forfeited in the following case-
- i. the Bidder unilaterally modifies its application price any time after submission of Bid or after being declared as successful bidder
 - ii. The bidder withdraws its/ his offer during the Tender validity period.
 - iii. If there is non-acceptance of Letter of Intent/ Work Order by the successful Bidder.
 - iv. Bidder fails to furnish Performance security within 7 days from the issuance of award of the work/issue of Letter of Intent/ Work Order.
 - v. Successful bidder fails to commence the work within the stipulated time period prescribed in the Contract
 - vi. The successful bidder refuses/fails to execute the Agreement or furnish the Performance Security within stipulated time.
 - vii. The Bidder is found to be indulged in Canvassing or indulge in fraud and corruption, Misrepresentation, corrupt practices etc. in any form in connection with tender.
 - viii. The Bidder is found to be suppressing the information or furnishing wrong information.
 - ix. The successful bidder fails to honour or refuses to comply with or modifies any or all terms and conditions of the tender/LOI.
- 4.3 The successful Bidder shall be required to furnish Performance Security of requisite value as specified hereunder within 7 days of acceptance of his bid, in the form of Security Deposit/Bank Guarantee or both issued by a Nationalized/ Scheduled Commercial Bank in favor of 'Secretary, The Institute of Chartered Accountants of India, New Delhi' having validity of contract period plus the defect liability period plus 90 days. Performance Security equal to 10% of the Annual contract value or Rs 400000/ whichever is higher with the ICAI shall be submitted by the bidder within the stipulated time. The validity of the bank guarantee should be suitably extended in the event of extension of time of the contract.
- 4.4 The Performance Bank Guarantee/ Security Deposit shall be liable to be forfeited by the Institute at its discretion in the event the Service Provider is deemed to be in default or the event of any breach of contract on the part of the Service Provider or if the Service Provider fails to perform or observe any of the conditions of the contract.

- 4.5 In addition to other provisions and conditions mentioned in this Tender, Security Deposit/Performance Guarantee/ Retention Money, shall liable to be forfeited in following conditions also:
- a) The successful Bidder modifies its application price any time after being declared as successful bidder
 - b) The successful bidder withdraws its/his/ her offer during the period of agreement.
 - c) The successful bidder refuses/fails to execute the Agreement.
 - d) The successful bidder fails to perform the work to the satisfaction of the ICAI.
 - e) The Bidder founds to be indulged in Canvassing in any form in connection with tender.
 - f) The Bidder founds to be suppressing the information or furnishing wrong or incomplete information or making false or misleading statements.
 - g) The successful bidder fails to honour or refuses to comply with or modifies any or all terms and conditions of the tender.
 - h) Bidder/ Service provider fails to make improve its performance to the satisfaction of ICAI within the notice period.
 - i) If the Successful Bidder fails to pay penalty.

5. ADDITIONAL PERFORMANCE SECURITY DEPOSIT:

In case the Bidder quotes Abnormally Low Rates (ALR) i.e. the rates less than 60% of estimated rates for individual items and/or total bid price offered in relation to the ICAI's item rates estimate or total price estimate of the real cost of the work to be performed under the Contract, the Contractor shall be liable to furnish Additional Performance Security Deposit of requisite value to be calculated as per the given formula.

i.e. Additional Performance Security Amount = Quantity X (60% of estimated rate -ALR rate).

6. The agency will provide 2 sets of complete uniform including shoes to each of the housekeeping personnel at free of cost.
7. Payslips to be provided clearly mentioning all the details on monthly basis to each of the housekeeping personnel.
8. The Housekeeping Agency shall provide weekly off/holidays as per relevant laws to its personnel so deployed at the Premises, however, at the same time it shall be the responsibility of the Housekeeping Agency to ensure uninterrupted services on all days including holidays. **Besides this, 3 National Holidays, i.e. Republic Day, Independence Day, Gandhi Jayanti & Diwali and Holi will be observed as holidays.** However, in the event of any housekeeping personnel being on leave/absent, the Housekeeping Agency shall ensure suitable alternative arrangement to make up for such absence.

9. The Housekeeping agency shall be responsible for suitable, well qualified and professional housekeeping personnel.

10. PRICE

- 10.1 The prices as quoted shall be valid up to a period of one year. However, notwithstanding the rates mentioned in the Financial Bid for the purpose of reimbursement to the successful bidder against the payment made by it to the Housekeeping Personnel deployed by it, minimum wages will be taken as the rates prevailing in the concerned month as notified by the Chief Labour Commissioner (C), Ministry of Labour & Employment, Government of India from time to time.

The amounts of statutory contributions e.g. PF, ESI will also be suitably computed as per prevailing rates and the Service Provider will be paid minimum wages, PF and ESI at enhanced rates. No claim for escalation of Service charges shall be entertained.

- 10.2 The rates quoted shall be inclusive of all taxes except GST as applicable.
- 10.3 All the materials required / used for cleaning will be supplied by the Housekeeping Agency. The successful bidder is to ensure that the good quality of material should be supplied to the satisfaction of the ICAI under the tender. Further, it is the duty of the Successful bidder to maintain the sufficient stock of the material at all times for smooth functioning of the work so that there should not be any deficiency in the services for the want of material required. The tentative list of materials required for the smooth discharge of the assigned work is attached in the Price Bid.

11. PAYMENT TERMS

The payment would be made on monthly basis The Housekeeping Agency to whom the Contract is assigned, shall forward its monthly bill so as to reach the ICAI latest by 3rd day of each succeeding month. Payment of the Bills shall be made after scrutiny/ verification, by the 10th working day of ICAI after submission of bill with complete documents in respect of the services rendered in the preceding month. TDS will be deducted as per the prevailing rate.

The successful Housekeeping Agency shall render the Housekeeping Services as per the Scope of Work in terms of the quality standards as per the terms of the tender. The quality of service shall be outstanding and any deviation on account of quality of services shall give right to ICAI to terminate the contract. In case the Housekeeping Agency to whom the contract has been awarded fails to execute the job as per the terms and conditions of the contract and to the satisfaction of ICAI, work will be got executed through other agency at the Selected Housekeeping Agency's risk and cost. In such case, any higher price to be paid by the ICAI to the newly appointed Housekeeping Agency shall be recoverable from the defaulting Housekeeping Agency *inter alia* by invoking BG/ Security Deposit, any unpaid amount payable by ICAI to the successful bidder etc.

The ICAI reserves the right to appoint alternate source/agency by giving due caution notice and levying penalty as deemed appropriate in this regard.

12. **PERIOD OF CONTRACT**

The contract shall be valid initially for a period of 1 (One) Year which is inclusive of Trial Period of Three (3) Months from the date of award of contract. ICAI will evaluate the performance of services of the Housekeeping Agency. If the services are found satisfactory, the ICAI reserves the right to extend the contract for another one year or for a period found suitable on the terms as may be mutually agreed.

13. **ASSIGNMENT**

The Housekeeping Agency shall not assign/ sublet the work or any part thereof except with the prior written consent of the ICAI. Such consent even if provided shall not relieve the Housekeeping Agency from any liability or any obligation under the contract.

14. **TERMINATION OF CONTRACT**

14.1 Either party may terminate the Contract, without assigning any reason, by giving two months' notice in writing to the other.

14.2 Notwithstanding anything contained herein above and in addition to any other rights or remedy available to ICAI, the ICAI may terminate the contract, at its option in whole or part, by giving 30 days notice in writing, in case of any of the following violations by the Housekeeping Agency, if the violations are not remedied in the notice period to the satisfaction of the ICAI.

- (A) the Housekeeping Agency refuses to render all or any of the **Housekeeping Services at any or all the locations at ICAI Bhawan, Kasba & ICAI Bhawan, Russel street, Kolkata** which the Housekeeping Agency is required to render under the Contract, or refuse to render the same within the time or in the manner or otherwise according to the Contract;
- (B) the Housekeeping Agency becomes incapable of or unable to perform the Contract;
- (C) death of proprietor or dissolution of Housekeeping Agency or commencement of liquidation or winding up proceedings or appointment of a Receiver or Resolution Professional, including Interim Resolution Professional or insolvency of the Housekeeping Agency;
- (D) Distress execution or other legal process being levied on or upon any of the Housekeeping Agency's assets.
- (E) the Housekeeping Agency or any person employed by him makes an offer for any purpose in connection with the Contract by way of any gift, gratuity, royalty, commission, gratification or other inducement (whether in money or in any other form) to any employee or agent of the ICAI. The decision of the ICAI as to whether any of the event/contingencies mentioned above has occurred shall be final and binding upon the Housekeeping Agency.
- (F) Housekeeping Agency assigns or sub-lets the work under the contract without the prior written permission from the ICAI.

In case of termination of contract for any or all the conditions falling under clause (A) to (F) above, ICAI reserves its right to forfeit Performance Security and any unpaid amount payable by ICAI to the successful bidder etc. and to take any other legal remedy as per the law of the land

- 14.3 Upon termination of the contract in whole or in part, the Housekeeping Agency shall be entitled only to receive payment in accordance with the Contract for the **Housekeeping Services** rendered under the contract till the date of termination of contract and shall not be entitled to any other payment or compensation.

15. **FORCE MAJEURE**

- 15.1 In the event of either party being rendered unable by force majeure to perform any obligation required to be performed under the Contract, the relative obligation of the party affected by such force majeure shall upon notification to the other party be suspended for the period during which such cause lasts. The cost and loss sustained by either party shall be borne by the respective party.
- 15.2 The term 'Force Majeure' as employed herein shall mean Acts of God, fire, earthquake, flood, sabotage, and other irresistible cause like war, revolt, riot, epidemic, pandemic etc. which are beyond the control of the either party. However, strike, lockout & other labour or student unrest will not constitute 'force majeure' for the purpose of this contract in respect to obligations of Housekeeping Agency.
- 15.3 Upon the occurrence of such cause(s) and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing immediately but not later than 72 (Seventy-two) hours of the alleged beginning and ending thereof giving full particulars and satisfactory evidence in support of its claim. Time for performance of the relative obligation(s) suspended by the force majeure shall stand extended by the period during which such cause lasts.
- 15.4 If rendering of services are suspended by force majeure conditions applicable to the Housekeeping Agency lasting for an aggregate period of more than 1 (One) Month, the ICAI shall have the option of cancelling the contract in whole or in part or re-negotiate the contract provisions.

16. **RELATIONSHIP**

The persons engaged by the Housekeeping Agency shall be the employees of the Housekeeping Agency and in no circumstances shall be entitled to claim relationship of employer-employee with the ICAI.

17. **INDEMNITY**

- i. The Housekeeping Agency shall at all times indemnify the ICAI and shall keep it indemnified from and against any claim, loss, damage, action, proceedings, costs, charges and expenses that may be suffered or incurred by the ICAI on account of any misrepresentation or material breach of any representation made by the Housekeeping Agency or the terms and conditions herein

contained or on account of any default or breach or violation or non-observance or non-performance of any applicable law, statute, rule, regulation, directive or guidelines by Housekeeping Agency or any of its employees or representatives or agents in relation to the contract and attributable to Housekeeping Agency.

- ii. The Agency shall, at its own expense, defend, indemnify, and hold ICAI harmless for damages, liabilities, claims, losses, costs, demands, suits, actions, and reasonable expenses (including but not limited to reasonable attorneys' fees and settlement costs) (collectively, "Damages") arising out of or related to any third party suits or claims brought against ICAI (i) arising out of or related to the Agency's violation of any applicable laws, gross negligence, or willful misconduct, or (ii) arising out of or related to any physical damage to property, or personal injury or death, caused by Agency or any of its Affiliates, officers, directors, and employees.
- iii. If any action in any court of law is brought by a third party against ICAI or any of its representatives /officers for the failure or neglect on the part of Agency to perform any acts, matter, covenants or things under the Contract, or for any damage or injury caused by the alleged omission or negligence on the part of Agency, its agents/representatives or employees, Agency shall in all such cases be responsible and indemnify and keep ICAI and/ or its representative/officers harmless from all losses, damages, expenses or decrees arising out of such action.

18. BLACKLISTING

Without prejudices to the other rights, the ICAI reserves the right to blacklist the Housekeeping Agency in case the Housekeeping Agency commits breach of any terms and conditions of the contract and such blacklisting shall be for the period as decided by the ICAI.

19. ARBITRATION

That in the event of any question, dispute or differences arising out or in connection with any of the terms and conditions of the tender and the contract arising there under, in the first instance, the parties hereto shall try to resolve the same by mutual consultation, failing which the same shall be referred to the sole arbitrator to be appointed mutually by the parties. The Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings shall be held at Kolkata and the language of the arbitration proceeding shall be English. The arbitral award shall be final and binding upon both the parties. All Arbitral Awards shall be in writing and shall state the reasons therefore. The expenses in the arbitration as determined by the arbitrator shall be shared equally by the parties.

20. JURISDICTION

Subject to the aforesaid arbitration clause, any dispute between the parties arising out of or in connection with the contract shall be subject to the exclusive jurisdiction of the Courts at Kolkata only.

21. AMENDMENT TO CONTRACT

The contract shall not be deemed or understood to have been amended unless amended by a document signed by an authorized representative of each of the parties to the Contract.

22. COMPLIANCE WITH LAWS

The Housekeeping Agency shall at its own cost and initiative fully comply with all applicable laws of the land and with all applicable by-laws, rules, regulations and any other provisions having the force of law, made or promulgated or deemed to be made or promulgated by any government, government agency or department, municipal board, or any other government or regulatory body etc. and shall provide all certificates of compliance therewith as may be required by such applicable laws, by-laws, rules, regulations and orders etc. The Housekeeping Agency shall assume full responsibility for discharge of all statutory obligations relating to housekeeping personnel deployed in the Premises. The ICAI shall have no liability in regard thereto. In particular, the Housekeeping Agency shall ensure compliance with the following and their re-enactments/amendments:

- I. The Payment of Wages Act, 1936 or The Code of Wages Act, 2019, as applicable
- II. The Employees Provident Fund and Miscellaneous Provisions Act, 1952
- III. The Contract Labour (Regulation and Abolition) Act, 1970
- IV. The Payment of Gratuity Act, 1972
- V. The Employees State Insurance Act, 1948
- VI. The Child Labour (Prohibition and Abolition) Act, 1986
- VII. Minimum Wages Act. 1948

23. SEVERABILITY CLAUSE

In the event that any provision of this Tender shall be deemed to be severable or invalid, and if any term, condition, phrase or portion of this Agreement shall be determined to be unlawful or otherwise unenforceable, the remainder of the Agreement shall remain in full force and effect, so long as the clause severed does not affect the intent of the parties. If a court should find that any provision of this Agreement to be invalid or unenforceable, but that by limiting said provision it would become valid and enforceable, then said provision shall be deemed to be written, construed and enforced as so limited.

24. Waiver

Any delay or failure on the part of ICAI in exercising its rights under this Tender shall not be considered as a waiver of such right, remedy or provision available under the same.

25. FALL BACK ARRANGEMENTS

In case of breach of terms of the tender/ contract committed by the bidder/ contractor, the ICAI may terminate the contract by giving 1 month notice and may inter alia further award contract to any other contractor at the risk and cost of the defaulting contractor. In such case, any higher price to be paid by ICAI to the newly appointed contractor shall be recoverable from the defaulting contractor by invoking the Bank Guarantee.

26. OTHER CONDITIONS

- i. All services shall be performed as per the requirement. The Successful Bidder shall immediately withdraw/ replace such employee/s/team that is/are not found suitable by ICAI for any reasons, if such request is made.

- ii. The employees of Successful Bidder shall not divulge or disclose to any person, any details of ICAI, its data, operational processes, technical know-how, security arrangements and administrative/ organizational matters as all are of confidential/ secret nature.
- iii. The employees of Successful Bidder should be polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of ICAI. The Successful Bidder shall be responsible for any act of indiscipline or discourteous behavior on the part of employees/ team deployed by him.
- iv. The Successful Bidder shall be contactable at all the times and messages sent by E-mail/ SMS/ Phone etc., from the ICAI to the Successful Bidder shall be acknowledged immediately on receipt and on the same day. The necessary compliance as mentioned in the communication from ICAI shall be made by the Successful Bidder immediately.
- v. That in any event, the ICAI shall owe no responsibility or liability of any kind arising out of or incidental to the performance of duties by the employees of Successful Bidder or otherwise, at the office of ICAI or outside the said office, including any liability due to any accident or injury or death caused to or suffered by any employee of Successful Bidder or any other health or medical liability or compensation all of which shall be the sole responsibility of Successful Bidder.
- vi. The Successful Bidder shall comply with all representations, grievances of its employees deployed by it for execution of herein mentioned contract work. The Successful Bidder shall be solely responsible for all the claims of its employees and shall ensure that its employees do not make any claims whatsoever against ICAI. ICAI shall have no liability in this regard.

27. NOTICE

All notices and other communications required or permitted to be given under Contract shall be in writing and shall be delivered or sent by personal delivery, electronic mail, facsimile transmission or registered or certified mail (return receipt requested) postage prepaid to the relevant Party addressed as herein below or as may from time to time be notified in writing by such Party to the other no less than 15 days' in advance. The notices and communications sent in such manner shall, unless the contrary is proven, be deemed to have been duly received on the date of personal delivery, two business days following delivery upon confirmation of transmission by the sender's electronic mail device or ten business days following mailing by registered or certified mail (return receipt requested postage prepaid).

Declaration of Integrity and No Conflict of Interest (On company letter head)

I/ We hereby declare that I/ We shall –

- a) Not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process
- b) Not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation
- c) Not indulge in any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process.
- d) Not misuse any information shared between the Procuring Entity i.e. ICAI and the Bidders with an intent to gain unfair advantage in the procurement process.
- e) Not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process.
- f) Not obstruct any investigation or audit of a procurement process
- g) Disclose conflict of interest, if any, and
- h) Disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

Conflict of Interest:-

The Bidder participating in a bidding process must not have a Conflict of Interest.

A Conflict of Interest is considered to be situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

A Bidder may be considered to be in Conflict of Interest with one or more parties in a bidding process if, including but not limited to,:

- a) Have controlling partners/shareholders in common; or
- b) Receive or have received any direct or indirect subsidy from any of them; or
- c) Have the same legal representatives for purposes of the Bid; or
- d) Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder or influence the decisions of the Procuring Entity regarding the bidding process or
- e) The Bidder participates in more than one Bid in a bidding process. Participation by a Bidder in more than one Bid will result in disqualification of all Bids in which the Bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or
- f) The Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods, Works of Services that are the subject of the Bid; or
- g) Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity i.e. ICAI as engineer-in-Charge/Consultant for the contract.

For an on behalf of
Signature (with seal)
(Authorised Representative/Signatory)
Name of the Person
Designation

Date:

Place:

Declaration by the Bidder regarding Qualifications (On company letter head)

In relation to my/our Bid submitted to for procurement of in response to their Notice inviting Bids No. Dated I/We hereby declare that:

1. I/We possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity.
2. I/we have fulfilled my/our obligation to pay such of the taxes payable to the Union and State Government or any local authority as specified in the Bidding Document.
3. I/we are not insolvent, in receivership, bankrupt or being wound up, not having my/our affairs administered by a Court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons.
4. I/we do not have, and our directors and officers not have been convicted of any criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three years preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings.
5. I/we do not have a conflict of interest that materially affects fair competition.

Date:

Place:

Address

(Signature of bidder)

Name

Designation

(On Original Letter Head of the Bidder)

The Secretary,

The Institute of Chartered Accountants of India (ICAI)

ICAI Bhawan, Indraprastha Marg, New Delhi – 110 002

Dear Sir,

Sub: Tender for.....

- 1) We are not involved in any major litigation that may have an impact on compromising the delivery of services or affect in providing the services as required under this tender.

- 2) We have not been black-listed by any Central/ State Government/ Public Sector Undertakings/ Autonomous Bodies under Central/ State Government/ Multinational Companies/ Reputed Hotels/ Universities/ Any Other Organization during last years.

(Signature of Authorized Person)

Place:

Name:

Date:

Designation:

Office Seal: Business Address:

ANNEXURE 'A'

INFORMATION ABOUT TENDERER

- 1 Name of Tenderer
- 2 Address with telephone/fax Nos.
 - (A) Head office
 - (B) Branch Office
- 3 Telegraphic Address/E-Mail Address
- 4 (a) Is your firm registered under the Indian Partnership Act 1932?
If so, give the name & address of the partners along with the Registration No.
 - (b) Is your concern a proprietary concern? If so, give Name and Address of the proprietor.
 - (c) Is your concern incorporated under the Companies Act Or any other law in India? If yes, please give copies of relevant documents like Memorandum & Articles of Association, Bye laws, etc.
- 5 Have your concern changed its name at any time? If so, when and the reasons thereof.
 - (a) If the reply to above question id in affirmative mention the old name(s) of your concern in past
6. Date of commencement of Business
7. No. of Housekeeping personnel on its roll
8. (a) PAN No.
 - (b) Details with registration with statutory authorities for:
 - (i) PF
 - (ii) ESI
 - (iii) Labour Laws
 - (iv) GSTPlease furnish certified copies of Registration and latest returns as filed with above authorities failing which Tender is liable for rejection.
9. Income Tax Assessment Certificate for the last three years ending on March 2023.
10. Name & address of Principal Bankers. Also submit solvency certificates.
11. Details of the organizations where Housekeeping Services are being provided to Govt./ Public Sector Undertaking/ Educational Institutions/ Public Limited co., in the past three years?.

Details of Housekeeping Services carried out during the last 3 years

Organization	Duration of Providing Housekeeping Services	Nature of Job	Value	Area covered	Manpower deployed	Contact Person at such orgn with Tel.No. and his designation

12. Certificate of satisfactory performance from the respective Organisation/ Department/ client
13. **Name(s) & Address(es) along with full contact details of officials of ICAI as a client if worked / working by the Tenderer along with certificate of satisfactory performance issued by them**
14. Details of infrastructure along with details of manpower available justifying the case.
15. Turnover/Receipts (last 3 years)

2021-2022	2022-2023	2023-2024

Please enclose copy of latest balance sheet and profit and loss Account.

16. Status of litigation cases pending

Sr No	Name of the organization	Type of Litigation	Current Status
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17. Any other relevant information.

Signature of the tenderer(s)

Name and Designation of authorised person signing the tender on behalf of the tenderer(s) with Rubber Stamp.Full Name and address of the tenderer(s).

DECLARATION LETTER FROM THE CONTRACTOR
(On company letter head)

Reference No.....

Date:

From:

.....
.....
.....
.....

SUB: Tender for providing Housekeeping Services at ICAI Bhawan, Kasba & ICAI Bhawan, Russel street, Kolkata

Dear Sir,

With reference to your Tender Document dated DD-MM-YYYY, I/we, M/shaving examined the Tender and understood their contents, hereby submit our proposal/ offer our Bid for appointment as Housekeeping Agency at, in full conformity with the said Tender. We have read the provisions of Tender and confirm that these are acceptable to us. We further declare that the proposal is unconditional and unqualified.

2.We have enclosed herewith a Demand Draft Bearing No. dated Issued by Bank for an amount of Rs./- inclusive of GST drawn in favour of "Secretary, The Institute of Chartered Accountants of India" payable at New Delhi, against Tender Fee.

3.We have enclosed herewith a Demand Draft bearing No. dated Issued by Bank for an amount of Rs./- drawn on New Delhi, in favour of "Secretary, The Institute of Chartered Accountants of India" towards EMD.

4.We agree to abide by the terms and conditions of this Tender, consisting of this letter, the Proposal, the duly notarized written power of attorney, and all attachments, from the date fixed for submission of Proposals as stipulated in the Tender and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of the validity period.

5.All information provided in the proposal and in the Appendices including Annexures, is true and correct and all documents accompanying such proposal are true copies of their respective originals and accept that any misinterpretation contained in it may lead to our disqualification. Until the formal final Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall be binding on me/us.

6.I/We shall make available to the ICAI any additional information it may deem necessary or require for supplementing or authenticating the proposal.

7.I/We acknowledge the right of the ICAI to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

8.I/We certify that in the last years, I/ we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.

9.I/We understand that ICAI may cancel the Selection Process at any time and that ICAI is neither bound to accept any proposal that it may receive nor to select the Housekeeping Agency, without incurring any liability to the Applicants.

10.I/We further certify that no investigation by a regulatory authority is pending either against us or any or all of the partners or against our Associates or against our CEO or any of our Directors/Managers/employees etc.

11.I/We agree and understand that the bid is subject to the provisions of the Tender document. In no case, shall I/we have any claim or right of whatsoever nature if the Work/ Project is not awarded to me/us or our proposal is not opened or rejected.

12.I/We have studied Tender and all other documents carefully and also surveyed the Project site. I/ We understand that I/ we shall have no claim, right or title arising out of any documents or information provided to me/ us by the ICAI or in respect of any matter arising out of or concerning or relating to the Selection Process including the award of the Work/ Project.

13.I/ We understand that ICAI is not bound to accept any proposal received by it. I/We further declare that additional conditions, variations, deviations, if any, found in my/our bid, shall not be given effect to.

14.ICAI and its authorized representatives are hereby authorized to conduct any enquiry to verify the statements, documents and information submitted in connection with this application/offer and to seek clarification from our bankers and clients regarding any financial and technical aspect. This letter of application will also serve as authorization to any individual or authorized representative of any Institution referred to in the supporting information to provide such information as deemed necessary and as requested by ICAI to verify the statement and information provided in this application such as the resources, experience and competence of the applicant.

15.ICAI and its authorized representative may contact the following person for information:-

16.This application/ Bid is made/ submitted with full understanding that:

- (a) Bids of applicants will be subject to the verification of all information submitted for appointment at the time of bidding.
(b)ICAI reserves the right to:

- Amend the scope and
- Reject or accept any Bid, cancel the appointment process and reject all Bids
- .

17.The undersigned declares that the statements made and information provided in the duly completed Bid along with the annexures, is complete, true and correct in every detail. It is further understood that furnishing of wrong or misleading or incomplete information or suppression of facts or canvassing in any form will lead to disqualification.

18.I/ We agree and undertake to abide by all the terms and conditions of the Tender Document including the following conditions-

- i. No unfair methods and /or means will be used for extorting money in any name (like training, appointment charges etc.) from the staff / personnel deployed by us at ICAI premises/ location.

- ii. Only quality manpower will be provided by us at ICAI premises/ location who are fit and trained in every aspect of their relevant job
- iii. No unauthorized amount (like dress, and other benefits) will be deducted from the salary of the staff in name of various charges and in the event lodged by them to us, no unfair dismissal of staff. In the event of violation of above clauses and any complaint found against the agency regarding unfair means/ unauthorized means to deduct salary, heavy penalty can be imposed including termination of the services and blacklisting of the company.
- iv. Should be able to provide Extra manpower on short notice for catering the requirement.
- v. The agency will not remove any Staff without prior intimation / permission of the ICAI and with a valid reason to be given in writing.

Yours faithfully,

Signature(s) of the Tenderer(s)

Name and Designation of authorised Person signing
the Tender on behalf of the Tenderer(s)

Full Name and Address of the Tenderer(s)

ANNEXURE – C**DETAILS OF THE CLIENTS FOR WHOM ALL WORKS HAVE BEEN EXECUTED/COMPLETED DURING LAST 5 YEARS**

Sr. No.	Name and address of the Client /Firm (also indicate whether Government / Semi Government /Government of India Undertaking or Private body)	Details of the officers/ authorities/contact executives under whose control the work(s) was/ were executed					
		Name	Postal address	e-mail IDs	(mobile) nos.	Time to call	Telephone (landline) Nos.

Signature, date and stamp of the Applicant /
Authorized representative

Covering Letter

(On the original letter head of the Applicant)

Date:

To,
ERO Head
The Institute of Chartered Accountants of India
ICAI Bhawan, 382/A Prantik Pally, Rajdanga, Kasba
Kolkata
West Bengal-700107

Dear Sir,

Sub: Unconditional Tender for providing Housekeeping Services at ICAI Bhawan , Kasba, BKC & ICAI Bhawan, Russel Street, Kolkata

Having examined the Tender document, I/we, M/s _____, offer my/our proposals for the subject works and am/are in full conformity with the said Unconditional Bid /TENDER. I/we declare that all the provisions of this Tender are acceptable to me/us. I/we further certify that I/we am/are authorized signatory of my/our organisation and am/are, therefore, competent to make this declaration. I/We further declare that additional conditions, variations, deviations, if any, found in my/our bid, shall not be given effect to.

I/We agree to abide by the terms and conditions of this Bid, including this letter, the Technical and Financial Bid, the duly notarized written power of attorney, and all attachments and it shall remain binding upon me/us and may be accepted by you at any time before the expiry of the validity period.

I/We hereby declare that all the information and statements made in this bid are true and any misleading/false information contained in it may lead to my/our disqualification.

I/We understand that you reserve the right to accept or reject any bid.

Dated this [date / month / year]

Authorized Signatory (in full and initials):

Name and title of signatory:

Duly authorized to sign this Bid for and on behalf of [Name of Bidder]

Name of Bidder/Firm

Address:

Note: This will be enclosed in original along with both Technical & Financial Bid.

BANK GUARANTEE FOR EARNEST MONEY DEPOSIT

To
 The Secretary
 The Institute of Chartered Accountants of India
 Indraprastha Marg
 New Delhi – 110 002

Bank Guarantee no.....

WHEREAS The Institute of Chartered Accountants of India, a statutory body having its Head Office at 'ICAI Bhawan' Indraprastha Marg, New Delhi – 110 002 and Regional Office (hereinafter referred to as "ICAI" which expression shall, unless repugnant to the context means and include its successors and assignees includes their legal representatives, successors and assigns), has issued a Tender for "Providing Housekeeping Services at **ICAI Bhawan, Kasba & ICAI Bhawan, Russel street, Kolkata**" dated, for the selection of a successful bidder .

AND WHEREAS M/S [insert name of the Bidder]..... (hereinafter referred to as the "Bidder" which expression shall unless repugnant to the context include its legal representatives, successors and permitted assigns), has decided to bid for the said Tender as per the terms and conditions of the said Tender Document.

AND WHEREAS one of the conditions of the said Tender Document (along with the Addendum dated Published in) is that the Bids shall be accompanied by an Earnest Money Deposit of Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand only) that can be paid either in the form of account payee Demand Draft, or Bank Guarantee of equivalent amount from any Nationalised/ Scheduled Commercial Bank of India.

AND WHEREAS the Bidder preferred to submit the Bank Guarantee in lieu of the Earnest Money Deposit of Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand only) in favour of The Secretary, ICAI. The Bidder therefore, has approached _____ [insert the name of the Scheduled Bank] (here in after referred to as the "Bank") having its Registered Office at _____ [insert the address] and at the request of the Bidder, the Bank has agreed to give such guarantee as hereunder:-

- (i) The Bank hereby undertakes to pay under this guarantee, an amount of Rs. 4,00,000/- (Rupees Four Lakhs only) (hereinafter referred to as "the Guaranteed Amount") claimed by ICAI, without any further proof or conditions and without demur, reservation, contest, recourse or protest and without any enquiry or notification to the Bidder merely on a demand from ICAI stating that the amount claimed is due to ICAI under the said Tender. Any such demand made on the Bank by ICAI shall be conclusive as regards the amount due and payable by the Bank on the same day on which ICAI raised such demand under this bank guarantee and the Bank shall pay without any deductions or set-offs or counterclaims whatsoever, the total sum claimed by ICAI in such Demand. ICAI shall have the right to make an unlimited number of Demands under this bank guarantee provided that the aggregate of all sums paid to ICAI by the Bank under this bank guarantee shall not exceed the Guaranteed Amount.
- (ii) However, the Bank's liability under this Bank Guarantee shall be restricted to an amount not exceeding Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand only).
- (iii) ICAI will have the full liberty without reference to the Bank and without affecting the Bank Guarantee to postpone for any time or from time to time the exercise of any powers and rights conferred on ICAI under the Tender Document and to enforce or to forbear endorsing any powers or rights or by reasons of time being given to the Bidder which under law relating the Surety would but for the provisions have the effect of releasing the surety.

- (iv) We agree that no change or addition to or modification of the terms of the tender or of the works to be performed thereunder or of any of the documents which may be made between ICAI and the bidder shall in any way release the Bank from any liability under this Guarantee, and we hereby waive notice of any such change, addition or modification.
- (v) The rights of ICAI to recover the Guaranteed Amount from the Bank in the manner aforesaid will not be affected or suspended by reasons of the fact that any dispute or disputes have been raised by the Bidder and / or that any dispute(s) are pending before any office, Tribunal or Court in respect of such Guaranteed Amount and / or the Tender Document.
- (vi) We further agree that the right of the ICAI to make a claim shall not be vitiated by any dispute raised or pending with any Statutory Authority, arbitrator, court, tribunal or any other body or person. It is agreed that the ICAI's claim shall remain valid even if the ICAI has not issued a prior notice or has not proceeded against the bidder before making such claim.
- (vii) The Guarantee herein contained shall not be affected by the liquidation or winding up, dissolution, change of constitution or insolvency of the Bidder but shall in all respects and for all purposes be binding and operative until payment of all money due to ICAI in respect of such liability or liabilities is effected.
- (viii) This Bank Guarantee shall be governed by and construed in accordance with the laws of the Republic of India and the parties to this Bank Guarantee hereby submit to the jurisdiction of the Courts of New Delhi/Delhi for the purposes of settling any disputes or differences which may arise out of or in connection with this Bank Guarantee and for the purposes of enforcement under this Bank Guarantee.
- (ix) All capitalized words used but not defined herein shall have the meanings assigned to them under the said Tender Document.

NOTWITHSTANDING anything stated above, the liability of the Bank under this Bank Guarantee is restricted to the Guaranteed Amount and this Bank Guarantee shall expire on Unless a Demand under this bank guarantee is filed against the Bank within six (6) months from the date of expiry of this Bank Guarantee, all the rights of ICAI under this Bank Guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities hereunder.

We have the power to issue this Bank Guarantee in your favour under Memorandum and Article of Association and the undersigned has full power to do so under the power of Attonery dated _____[date of Power of Attorney to be inserted] granted to him by the Bank.

Date:
Bank
Corporate Seal of the Bank

By its constituted Attorney Signature of a person duly authorized to sign on behalf of the Bank.

Name of the Bank Official:

Signature

Articles of Agreement

THIS AGREEMENT is made on this _____ day of _____ at

BETWEEN

THE INSTITUTE OF CHARTERED ACCOUNTANTS OF INDIA, a statutory body incorporated under the Chartered Accountants Act, 1949 (the 'Act'), having its Head Office at 'ICAI Bhawan', Indraprastha Marg, New Delhi – 110002 and Regional Office at ICAI Bhawan, 7, Russel street, Kolkata -700071 (HEREINAFTER referred to as "ICAI") which expression shall, wherever the context so admits, mean and include its successors and assignees of the ONE PART;

AND

M/s. _____, a company within the meaning of the Companies Act, with Corporate Identity Number _____ having its Registered Office at _____, carrying on business of providing housekeeping services represented by its authorized signatory _____ duly authorized vide Board Resolution dated HEREINAFTER referred to as the 'HOUSEKEEPING AGENCY' or 'AGENCY' (which expression shall, wherever the context so admits, mean and include its successors-in-office, representatives, executors and permitted assignees) of the OTHER PART.

'ICAI' and 'Housekeeping Agency' shall, wherever necessary, collectively referred as 'Parties' and individually as 'Party'.

- A.** WHEREAS, the ICAI being desirous to engage a Housekeeping Agency for its offices/ premises at Kolkata (hereinafter referred to as the 'Premises') floated the tender dated _____ and called for Bids. The Housekeeping Agency made local and independent enquiries and obtained complete information as to the matters and things referred to or implied in the tender documents provided by the ICAI, or having any connection therewith and considered the nature and extent of all possible and probable situations, conditions, contingencies and after examining all the matters incidental thereto and ancillary thereof offered to provide Housekeeping services to ICAI.
- B.** The ICAI accepted the Bid of the Housekeeping Agency and conveyed its acceptance vide Letter of Intent No. _____ dated _____.
- C.** The Tender documents including the Notice Inviting Tender, Instructions to Bidders, General Conditions of Contract, General Obligations, Time Schedule for providing services, Letter of Intent, Letter of Acceptance, Annexures, Appendices and instructions as may be issued from time to time by the ICAI along with the Proposal of Agency shall form part of the contract though separately set out and are included in the expression 'Contract' wherever herein used.
- D.** The Parties hereto agree that this Agreement shall supersede all previous writing/s and document/s exchanged/executed between the parties hereto in respect of this transaction unless expressly mentioned herein and is finally agreed understanding between the Parties hereto.

- E.** Based on the above declaration and assurances, the Parties hereto have decided to reduce the terms and conditions of the agreement into writing as hereinafter appearing.

NOW THEREFORE THIS AGREEMENT WITNESSETH AS UNDER:

1. CONDITIONS PRECEDENT

Subject to express terms to the contrary, the rights and obligations under this Agreement shall take effect only upon fulfilment of all the Conditions Precedent set out below. However, ICAI may at any time at its sole discretion waive fully or partially any of the Conditions Precedent for the Vendor.

- (i) The Vendor shall be required to provide a Performance Security/ Performance Guarantee to the ICAI within days of issuance of LoI to the Agency.
- (ii) The parties may by mutual agreement extend the time for fulfilling the Conditions Precedent and terms of this Agreement.
- (iii) In the event that the Agreement fails to come into effect on account of non-fulfillment of the Bidder's Conditions Precedent, ICAI shall not be liable in any manner whatsoever to the Vendor and ICAI shall forthwith forfeit the EMD amount and/ or Performance Security submitted either in the form of Security Deposit or Bank Guarantee as the case may be.

2. The Housekeeping Agency represents and warrants to ICAI that:

Selected Vendor hereby undertake and reaffirm that the statements made herein and the information given by him are true in all respect and that in the event of, any such statement or information being found to be incorrect, in respect of any of particulars, the same may be construed to be a misrepresentation, entitling the ICAI to avoid any resultant contract/terminate the contract and Selected Vendor will compensate the ICAI, for any loss/damage caused due to such misrepresentation and the ICAI may also, at its discretion may blacklist the tenderer.

And Selected Vendor again indorsing and giving the warrants to ICAI that:

- i. It is duly organized and validly existing under the laws of India, and has full power and authority to execute and perform its obligations under this Agreement and to carry out the transactions contemplated hereby;
- ii. It has taken all necessary corporate and other actions under laws applicable to its business to authorize the execution and delivery of this Agreement and to validly exercise its rights and perform its obligations under this Agreement;
- iii. From the Effective Date, it will have the financial standing and capacity to undertake the Project in accordance with the terms of this Agreement;
- iv. In providing the Services, it shall use reasonable endeavors not to cause any unnecessary disruption to ICAI's normal business operations
- v. This Agreement has been duly executed, filled and submitted by it and constitutes a legal, valid and binding obligation, enforceable against it in accordance with the terms hereof, and its obligations under this Agreement shall be legally valid, binding and enforceable against it in accordance with the terms hereof;
- vi. The information furnished in the Tender/ RFP documents and as updated is to the best of its knowledge and belief true and accurate in all material respects as at the date of this Agreement;
- vii. The execution, delivery and performance of Agreement shall not conflict with, result in the

breach of, constitute a default by any of the terms of its Memorandum and Articles of Association or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected;

viii. There are no material actions, suits, proceedings, or investigations pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the breach of this Agreement or which individually or in the aggregate may result in any material impairment of its ability to perform any of its material obligations under this Agreement ;

ix. It has no knowledge of any violation or default with respect to any order, writ, injunction or decree of any court or any legally binding order of any Government Instrumentality which may result in any Adverse Effect on its ability to perform its obligations under this Agreement and no fact or circumstance exists which may give rise to such proceedings that would adversely affect the performance of its obligations under this Agreement;

x. It has complied with Applicable Laws in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have an Adverse Effect on its ability to perform its obligations under this Agreement ;

xi. It and its personnel, have the necessary experience, skill, knowledge and competence to perform the Services;

xii. No representation or warranty by it contained herein or in any other document furnished by it to ICAI or its Employee or its nominated agencies in relation to the Required Consents contains or shall contain any untrue or misleading statement of material fact or omits or shall omit to state a material fact necessary to make such representation or warranty not misleading;

xiii. No sums, in cash or kind, have been paid or shall be paid, by it or on its behalf, to any person by way of fees, commission or otherwise for entering into this Agreement or for influencing or attempting to influence any officer or employee of ICAI in connection therewith.

xiv. No unfair methods and /or means will be used for extorting money in any name (like dress/shoes/caps or appointment/registration/training and in the name of other benefits) from the staff / personnel deployed by us at ICAI premises/ location.

xv. Only quality manpower will be provided by us at ICAI premises/ location who are fit and trained in every aspect of their relevant job

xvi. No unauthorised amount (like dress/shoes/caps or appointment/registration/training and in the name of other benefits) will be deducted from the salary of the staff in name of various charges and in the event lodged by them to us, no unfair dismissal of staff. In the event of violation of above clauses and any complaint found against the agency regarding unfair means/ unauthorised means to deduct salary, heavy penalty can be imposed including termination of the services and blacklisting of the company.

xvii. Should be able to provide Extra manpower on short notice for catering the requirement.

xviii. The agency will not remove any Staff without prior intimation / permission of the ICAI and for doing so a valid reason shall be given to ICAI in writing.

xix. If any part of salary of the manpower engaged by the appointed agency for ICAI, hold by the vendor/agency more than one month without any valid reason and without any prior approval of ICAI, then ICAI shall be free to take appropriate action including levy of penalty on the Agency and/or forfeiture of Performance Security submitted by him .

xx. The agency will provide 2 sets of complete uniform to each Housekeeping personnel, every

year at their own cost.

3. The successful bidder is required, to necessarily provide the salary slip on monthly basis to its manpower, only in the prescribed format given below, clearly mentioning all the details of payment on monthly basis, to the concerned manpower.

SALARY SLIP				
Month		Clients Name	ICAI	
Employee Name		Location		
Designation		Total month days		
UAN No		Present days		
PF No				
ESIC NO				
Earning	Fixed Rate	Earning (as per no of working days)	Particulars	Deduction
Basic			PF	
DA			PT	
HRA			ESIC	
Extra Hours				
Total				
Relieving charges 1/6 of (A)				
Earning salary			Total Deductions	
Net salary				
Final Salary in Hand				

The minimum wages shall be revised, from time to time in the same manner, as the updated revised wages notification of the Government of India or, as in this case, if any other wage pattern is adopted and directed by ICAI. Then after taking the approval from ICAI, the updated wages will be applicable accordingly.

- i. In accordance with this document, monthly salary payment (i.e. up to the last working day of the previous month) to which the contract has been entrusted, will have to be paid by the agency to their manpower just subsequent month. And after making the payment, on the basis of this only, the vendor can prepare and submit his bill. Even after the completion/termination of this contract, the same procedure must be followed by the agency, in their last working date of the last month of the working period.
- ii. As per Tender, the Vendor shall be required to provide a Performance Security/ Performance Guarantee to the ICAI within 15 days of issuance of LOI to the Agency.
- iii. The parties may by mutual agreement extend the time for fulfilling the Conditions Precedent and terms of this Agreement.
- iv. In the event that the Agreement fails to come into effect on account of non-fulfillment of the Bidder's Conditions Precedent, ICAI shall not be liable in any manner whatsoever to the Vendor and ICAI shall forthwith forfeit the EMD amount and/ or Performance Guarantee as the case may be.
- v. Payment of any/final bill, in respect of which there is no dispute, on receipt of the bill with all

necessary documents to complete the formalities of agreed process, only after scrutiny/verification of documents and other necessary compliances. The payment will be made within 15 days (in case of final bill 90 days). Which is an essential and imperative demand of the extremely important constitutional process to issue the last month's bills to the Vendor.

vi. However, in case of disputed portion of the final bill, the Vendor has to take steps to submit the supporting documents, for settlement at the earliest and if he fails to do so within 30 days, his disputed claim shall be deemed to have been waived. and the Vendor is not eligible for that amount.

vii. Payment will be made on monthly basis only. The concerned agency to whom the contract has been entrusted shall forward its monthly bill compulsorily along with the documents listed below, so as to reach ICAI, by the 3rd day of each subsequent month. Bills in respect of services rendered in the previous month shall be paid by the 10th day of every current month, after scrutiny and verification of it. TDS will be deducted as per prevailing rate. Submission of the bill along with the following required documents, which is an essential and unavoidable demand of the very important constitutional process for the issuance of the last month's bill, is necessary.

- I. Bank's preceding month salary transfer details
- II. Along with salary slip, to confirm about the salary paid to the employees by the vendor.
- III. Also as you know that the agency is bound to make timely distribution of wages to its personnel without any deduction/recovery due to any reason. Hence the agency will submit a certificate on its letterhead along with its monthly bill for the last month of completion of contract, certifying that it has paid the last month's salary of its employees as per the latest Govt. laws/regulations and remitted accordingly to ESIC & EPF and other statutory remittances/contributions.
- IV. In addition, proof of disbursement of payment (viz., copy of acquaintance roll with signatures of the employees), copy of salary/wage slip issued to the concerned employees containing details of salary, copies of remittances for EPF, ESI membership etc. should be included. And need to compulsorily submit along with the last and final bill of the previous month.
- V. PF & ESI, arrears & all other statutory compliance must be completed by the vendor which includes the following
 - a. Vendor will confirm in their letterhead that PF, ESI and all other statutory compliance are strictly followed by him, and no PF and ESI are pending from any of the staff(officials) deployed by him in ICAI office locations.
 - b. PF Payment confirmation receipt with ECR (Electronic Challan cum Return), ESI confirmation receipt.
 - c. All the above details of A) and B) will be signed by the staff deployed at ICAI offices in Kolkata for due confirmation.
 - d. Last Bill of the vendor with attendance detail etc.
 - e. Bank Last Salary transfer detail confirms if salary payment paid to staff by the vendor at the termination of the contract.

And even after the completion of the contract, the monthly salary payment (i.e. up to the last working day of the previous month) to which the contract has been awarded has to be paid by the same agency to its manpower within a maximum of 10 days, from the last working day, And only after making the payment, the vendor can prepare and submit his final bill invariably along with the above mentioned documents along with the copy of the documents listed below, so that the documents reach ICAI within a maximum time limit of 15 days from the last working day of In respect of the services performed in the previous month, the bill will be paid only after its scrutiny and verification. TDS will be deducted as per prevailing rate. It is very necessary to submit the bill along with the

following required documents, which is an essential and unavoidable demand of the extremely important constitutional process to issue last month's bill.

- (a) Resignation of all employees posted by vendors at ICAI offices(s) signed by the employee(s) confirming that upon completion/closing of contract i.e. up to the last date and last month, by the vendor in accordance with the latest Government laws and regulations Salary as per PF and ESI as per ESIC and EPF and other statutory remittances/contributions, have been fully paid. And the payment has been made completely satisfactorily.
- (b) PF & ESI, arrears & all other statutory compliance must be completed by the vendor which includes the following
- (c) Vendor will confirm in their letterhead that PF, ESI and all other statutory compliance are strictly followed by him, and no PF and ESI are pending from any of the staff(officials) deployed by him in ICAI office locations.
- (d) PF Payment confirmation receipt with ECR (Electronic Challan cum Return), ESI confirmation receipt.
- (e) All the above details of A) and B) will be signed by the staff deployed at ICAI offices in Kolkata for duly confirmation.

4. **SCOPE OF WORK:**

The Scope of services to be rendered under this contract includes the following:-

Details of Manpower to be deployed at ICAI's various locations where Housekeeping Services are to be rendered

Sr. No.	Location	No of Manpower Required		
		H/K Supervisor	H/K Male/Female	Other Person
1	ICAI Bhawan- Russel Street	01	09	Nil
2	ICAI Bhawan - Kasba	01	06	Nil

5. **Requirements:**

- a) Removal of paper, litter, garbage and packing material from all floors/rooms/pantry etc.
- b) Vacuum cleaning of carpeted floors on a daily basis.
- c) Dusting of furniture, telephones, etc., firstly with dry cloth and then with Colin/cleaner
- d) Cleaning and scrubbing of toilets on regular interval /as and when required.
- e) Cleaning of washbasins, sanitary fittings and toilets floors with dry & wet mops.
- f) Cleaning of window glasses both sides, frames & air conditioning grills/ Lovers etc.
- g) Dry & wet mopping of staircases, Pantry & lobby area.
- h) Cleaning of planters. (Kept at BKC office only)
- i) Reception, lobbies to be mopped twice/thrice in a shift or as and when required.
- j) Cleaning of Reception door and main entrance glass door and frames on both sides.
- k) Cleaning of manholes, sanitary pipes, drains, drainage pipes - Weekly
- l) Dry & wet mopping of main lobby area on regular intervals.
- m) Dry & wet dusting of glass partitions. Glass panes, façade panes (From Inside) with glass cleaner.
- n) Dusting and cleaning of conference tables and chairs.
- o) Spot cleaning of carpets on regular basis as per prescribed maintenance instructions.
- p) Cleaning of panel posters, paintings, light fittings, furniture and fixtures etc.
- q) Scrubbing of staircase, lobbies and outside areas.
- r) Brass polishing of brass/copper fixtures, if any

- s) Cleaning of open courtyard, Lawns, Open area, footpath area on daily basis – twice a day.
- t) Cleaning of Glass panes from outside upto minimum 1st floor level – Once in a month.
- u) Cleaning and maintenance of artificial plants.
- v) Washing and cleaning of both basements outside surroundings area by Jet Spray fortnightly.
- w) Cleaning should be completed in office cited premises (except common places) prior to opening of office hours i.e. 8.30 AM so that work in office does not get interrupted in the middle for cleaning purpose.
- x) Since various meetings / events are routinely conducted at various offices (on working as well as off days), hence agencies should ensure to maintain proper cleanliness / housekeeping services at all times.
- y) Sanitization of Toilets, Lifts & Common Area on daily basis.

6. Shift Supervisor

- Supervision by an experienced and qualified supervisor who will be overall responsible for smooth functioning of all facilities which includes housekeeping.
- Responsible for the discipline, monitoring, control of housekeeping staff and operations
- Coordinate with Vendor HO for all requirements of ICAI including efficient and effective services, timely reporting of vendor staff, work performance, accounting, timely Government Compliances, availability of sufficient equipment's, consumables and utilities required for proper maintenance, cleaning chart maintenance etc., as required from time to time.

1. Wet and dry vacuum cleaner (Vacumat)

2. Housekeeping (Cleaning & Sweeping) shall comprise of the following:

Sr	Works Details	Work Frequency
1	Rooms/ Cabins	
	Cleaning of the doors	Daily
	Removal of the Cobwebs	Weekly
	Dusting of the verticals	Weekly
	Cleaning of Electrical Switches	Weekly
	Spot cleaning of the walls	Need Based
	Dusting of Windows	Daily
	Cleaning of Windows	Weekly
	Scrubbing of the skirting	Weekly
	Dusting of other article in the room	Daily
	Wet mopping of the Floor	Need Based
	Dry mopping of the Floor	Need Based
	Dusting of the Furniture & Fixtures	Daily
	Telephone and Computer Cleaning	Daily
	Fax and Photostat Machine Cleaning	Daily
	Fax and Photostat Machine Deep Cleaning	Weekly
	Telephone and Computer Deep Cleaning	Weekly
	Trash Removals	Need Based
	Emptying of Dustbins	Twice Daily
	Vacuum Cleaning of Carpets	Daily
	Spotting of Carpet	Need Based
	Cleaning of the Doormat	Daily & Need Based
	Electrical Equipment cleaning	Weekly

Sr	Works Details	Work Frequency
	Sanitization of rooms / Cabins	Weekly
2	Toilets	
	Cleaning of doors and windows	Daily
	Scrubbing of the Urinals	Twice Daily
	Scrubbing of the sinks	Twice Daily
	Washing of Toilet walls and floor	Daily
	Washing of W/C	Twice in a day
	Washing of W/B	Twice in a day
	Changing of the Urinal Cubes	Need Based
	Changing of the Odonil cubes	Need Based
	Cleaning of the Doormat	Daily / Need Based
	Trash Removals	Need Based
	Refilling of the Soup dispenser	Need Based
	Refilling of the Toilet paper rolls	Need Based
	Refilling of the face tissues	Need Based
	Cleaning of Toilet Fittings	Daily
	Cleaning of Washbasin	Daily
	Cleaning of Mirrors	Daily
	Sanitization of Toilets	Daily
3	Stairs	
	Wet Mopping of stairs	Twice Daily (Mor/ Eve)
	Dry Mopping of Stairs	Four times Daily
	Scrubbing of Stairs	Daily
	Sanitization of Staircase	Weekly
4	Passage area	
	Wet Mopping	Twice Daily
	Dry Mopping	Need Based
	Scrubbing of front entrance tiles/ Reception	Twice in a week
	Washing of the Floors	Need Based
	Sanitization of Passage Area	Weekly
5	Pantry	
	Dusting	Daily
	Wet Mopping	Twice Daily
	Dry Mopping	Four times Daily
	Washing of the Floor	Need Based
	Trash Removal	Need Based
	Sanitization of Pantry	Weekly
6	Cleaning of Lifts	Daily
	Sanitization of Lifts	Daily

7. Details of ICAI's locations where Housekeeping Services are to be rendered

The above number is indicative and the actual number may vary as per office requirement from time to time.

However, the above Housekeeping personnel will be deployed in phase wise manner and in consultation with Admin. Dept. and as per terms of tender along with declaration. The ICAI may at any time require the Housekeeping Agency to effect change in the number or shift timings of Housekeeping personnel depending on the exigencies of the circumstances to which the Housekeeping Agency shall comply and any such change shall be subject to the terms and conditions herein contained.

The Housekeeping Agency shall ensure arrangements for replacement or substitution of housekeeping personnel. Any replacement of the of housekeeping personnel, as required by ICAI for any reason specified or otherwise, shall be effected promptly without any additional cost to ICAI. In case the Housekeeping Agency wishes to replace any of the Housekeeping personnel, the same shall be done with prior written consent of ICAI and at Housekeeping Agency's own cost.

The Housekeeping Agency agrees that if needed/ required/ instructed to increase the No. of personnel for a specific period of time during any urgent activity, the agency has to comply with the same.

The Housekeeping Agency further agrees and understood that on important occasions like election, exam, convocations etc, ICAI may require drastic increase of manpowers for shorter definite period, and the Housekeeping Agency agrees and undertakes to mandatorily provide its services as per requirement without any extra compensation.

The parties agrees that nothing extra shall be paid on this account in the rate quoted. In other words there may be an upscale or downscale variation in the number based on the requirement of various deptt, at the same rate.

Payments

7.1 ICAI shall make the payment to the Agency as per the rates mentioned below:

S. No.	Particulars	Rate Per Housekeeping Boy (Rs.)/Month	Rate Per Supervisor (Rs.)/Month
1.	Minimum wages (MW) (As per Central Govt)		
2.	PF (@ 12% on MW)		
3.	Administrative charges (1% on MW)		
4.	ESI (3.25% on MW)		
5.	Service charges (in percentage)		
6.	Equipment Charges & Material Cost		
8.	Total (A)		

GST Extra

Further, apart from above mentioned items, the agency will not include any other type of hidden deductions/ charges in the salary of their employees and there will be no other type of hidden deduction/charges.

Payment will be made as per the prevailing minimum wage rates as notified by the Government of India from time to time, the amounts of statutory contributions, e.g. PF, ESI will also be suitably computed as per prevailing rates of the minimum wages. No claim for escalation of service charge shall be entertained.

- 7.2 The bills duly pre-receipted shall be submitted on monthly basis in triplicate along with the attendance record of all the persons and as regards payment of PF contribution and ESI subscription, challans for the preceding month. Payment due to agency would be made after scrutiny/ verification of the services rendered in the preceding month. No payment shall be made in advance.
- 7.3 The payment would be made on monthly basis.
- 7.4 The Agency will forward its monthly bill so as to reach the ICAI latest by 3rd day of each succeeding month. Payment of the Bills as per the rates mentioned above, will be made after scrutiny/ verification, by the 10th day of every month in respect of the services rendered in the preceding month.
- 7.5 TDS will be deducted as per the prevailing rate.
8. The Housekeeping Agency shall provide weekly off/holidays as per relevant laws to its personnel so deployed at the Premises, however, at the same time it shall be the responsibility of the Housekeeping Agency to ensure uninterrupted services on all days including holidays. **Besides this, 3 National holidays, i.e. Republic Day, Independence Day, Gandhi Jayanti and Diwali and Holi will be observed as holidays** In the event of any Housekeeping personnel being on leave/absent, the Housekeeping Agency shall ensure suitable alternative arrangement to make up for such absence.

- 9.** There shall be no increase in rates payable to the Housekeeping Agency during the term of Agreement. Any statutory increase in wages/DA etc. shall be absorbed by the Housekeeping Agency only and ICAI shall have no liability in this regard. All Payments made to the Housekeeping Agency shall be subject to income tax deductions as applicable.
- 10.** In case the housekeeping personnel deployed by the Housekeeping Agency any time are found engaged in irregular activities, ICAI may require the Housekeeping Agency to withdraw the concerned personnel immediately from the duty and to make proper alternative arrangements, to which the Housekeeping Agency shall have no objection.
- 11.** The Housekeeping Agency shall ensure that none of the housekeeping personnel deployed by it at the Premises is below 18 years of age. The Housekeeping Agency shall also ensure the mental and physical fitness of each of the personnel so deployed by it at the Premises. The Housekeeping Agency shall provide to ICAI necessary undertaking and documentary evidence in this regard.
- 12.** The Housekeeping Agency shall beforehand furnish to ICAI full particulars of each housekeeping personnel to be deployed at the Premises including his name and address along with testimonials. The Housekeeping Agency shall arrange verification of the antecedents, character and conduct of each individual at its own cost and shall submit the relevant reports/certification to ICAI before the concerned person is actually deployed at the Premises.
- 13.** The housekeeping personnel deployed by the Housekeeping Agency are required to have at least the minimum elementary knowledge of reading and writing so as to be able to make entries in the attendance register and mark their arrival and departure by signing in the register.
- 14.** The Housekeeping Agency shall provide reasonably good uniform with photo identities to each of the housekeeping personnel deployed by it at the Premises at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition.
- 15.** The Housekeeping Agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to interest of ICAI. The personnel deployed shall also be polite and cordial while discharging their duties at the Premises.
- 16.** The Housekeeping Agency shall arrange to maintain the daily shift-wise attendance record of the housekeeping personnel deployed by it showing their arrival and departure time.
- 17.** The Housekeeping Agency shall have full control and supervision over the housekeeping personnel deployed by it at the Premises. It shall give necessary guidance and directions to its personnel to efficiently carry out the assigned duties and shall ensure that the personnel deployed by it shall not act in any manner as to cause any nuisance in the Premises or annoyance to ICAI, its staff and guests.
- 18.** The day-to day functioning of the services shall be carried out in the manner stipulated as per discussions between ICAI and the Housekeeping Agency or such directions as ICAI may issue to the Housekeeping Agency from time to time. Proposals for efficient Housekeeping services, improvements therein shall be discussed, considered and implemented from time to time by the Housekeeping Agency in consultation with ICAI.
- 19.** A senior level representative of the Housekeeping Agency shall visit the Premises at least once a week and review the service performance of its housekeeping personnel. During the weekly

visit, Housekeeping Agency's representative will also meet the concerned officer-in-charge of ICAI dealing with the services under the Agreement for mutual feed back regarding the work performed by the housekeeping personnel and removal of deficiencies, if any, observed in their working.

- 20.** The Housekeeping Agency shall ensure best quality of Housekeeping services in the Premises. It shall be responsible for proper maintenance and safety of all items of furniture, fixtures, equipments etc. covered under the Housekeeping services. In case of any loss that might be caused to ICAI due to any lapse on the part of the Housekeeping Agency or its housekeeping personnel, the same shall be borne by the Housekeeping Agency and in this connection, the ICAI shall have the right to deduct appropriate amount from the bill /security deposit of Housekeeping Agency to make good such loss to ICAI. In case of frequent lapses on the part of the Housekeeping Agency or the housekeeping personnel deployed by the Housekeeping Agency, the ICAI shall be within its right to terminate the Agreement forthwith without assigning any reason whatsoever and/or take such other action, as it may deem fit.
- 21.** The Housekeeping Agency shall timely disburse the wages to its personnel. It shall submit a certificate on its letter-head each month along with its monthly bill certifying that it has paid to its employees wages for the previous month as per latest Govt. laws/regulations and remitted the ESI subscription and EPF contribution and other statutory remittances/contribution accordingly. Besides, proof of distribution of payment (viz., copy of acquittance roll with signatures of the employees), copy of the wages slip issued to the concerned employees having details of wage, copies of remittances towards EPF, ESI subscriptions/contributions etc., of the preceding month shall also be submitted while preferring bill of the following month. In the event of failure of Housekeeping Agency to timely disburse the wages, ICAI may disburse the wages to the personnel of the Housekeeping Agency and deduct the amounts from the security deposit (by invoking the Performance Bank Guarantee or forfeiting the Security Deposit, as the case may be). In such case, no service charges will be payable to the Agency and ICAI may also impose penalty on the Agency.
- 22.** The Housekeeping Agency shall at its own cost and initiative fully comply with all applicable laws of the land and with all applicable by-laws, rules, regulations and any other provisions having the force of law, made or promulgated or deemed to be made or promulgated by any government, government agency or department, municipal board, or any other government or regulatory body etc. and shall provide all certificates of compliance therewith as may be required by such applicable laws, by-laws, rules, regulations and orders etc. The Housekeeping Agency shall assume full responsibility for discharge of all statutory obligations such as wages, leave salary/ encashment of leave, allowances, compensations, EPF, Bonus, Gratuity, ESI, etc. relating to housekeeping personnel deployed in the Premises. The ICAI shall have no liability in regard thereto. In particular, the Housekeeping Agency shall ensure compliance *inter alia* with the following and their re-enactments/amendments:

 - I. The Payment of Wages Act, 1936 or The Code of Wages Act, 2019, as applicable
 - II. The Employees Provident Fund and Miscellaneous Provisions Act, 1952
 - III. The Contract Labour (Regulation and Abolition) Act, 1970
 - IV. The Payment of Gratuity Act, 1972
 - V. The Employees State Insurance Act, 1948
 - VI. The Child Labour (Prohibition and Abolition) Act, 1986
 - VII. Minimum Wages Act. 1948

- 23.** The Housekeeping Agency shall deal with all representations and grievances of the personnel deployed by it at the Premises. The Housekeeping Agency shall be solely responsible for all the claims of its personnel and shall ensure that its personnel do not make any claims whatsoever against ICAI. ICAI shall have no liability in this regard.
- 24.** The Housekeeping personnel, as and when, deployed by the Housekeeping Agency at the Premises shall not at any time claim to become the employees of ICAI and there shall be no Employee and Employer or Master and Servant relationship between the personnel deployed by the Housekeeping Agency and ICAI.
- 25.** The Housekeeping Agency shall ensure that its personnel shall not at any time divulge or make known any information of the affairs, activities of ICAI or its staff or regarding any equipment installed in the Premises to any person not connected with the affairs of ICAI.
- 26.** That in any event, the ICAI shall owe no responsibility or liability of any kind arising out of or incidental to the performance of housekeeping duties by the housekeeping personnel or otherwise, at the Premises or outside the Premises, including any liability due to any accident or injury or death caused to or suffered by any housekeeping personnel of the Housekeeping Agency or any other health or medical liability or compensation, all of which shall be the sole responsibility of the Housekeeping Agency.
- 27.** The Agency shall keep ICAI indemnified against all actions, suits and proceedings and all and any costs, charges, expenses, loss or damage incurred, suffered, caused to/sustained by ICAI by reason of any default or breach or lapse or negligence or non-observance of any rules, regulations, laws, byelaws etc. or non-performance or any non- payment by/on behalf of Agency. The Agency shall, at its own expense, defend, indemnify, and hold ICAI harmless for damages, liabilities, claims, losses, costs, demands, suits, actions, and reasonable expenses (including but not limited to reasonable attorneys' fees and settlement costs) (collectively, "Damages") arising out of or related to any third party suits or claims brought against ICAI (i) arising out of or related to the Agency's violation of any applicable laws, gross negligence, or willful misconduct, or (ii) arising out of or related to any physical damage to property, or personal injury or death, caused by Agency or any of its Affiliates, officers, directors, and employees. If any action in any court of law is brought by a third party against ICAI or any of its representatives /officers for the failure or neglect on the part of Agency to perform any acts, matter, covenants or things under the Contract, or for any damage or injury caused by the alleged omission or negligence on the part of Agency, its agents/representatives or employees, Agency shall in all such cases be responsible and indemnify and keep ICAI and/ or its representative/officers harmless from all losses, damages, expenses or decrees arising out of such action.
- 28.** The Housekeeping Agency shall not assign or sub-contract its obligations under the Agreement to any other person in any manner.
- 29.** The Earnest Money Deposit of Rs.....(Rupees.....only) submitted by the agency has been converted into Security Deposit. Further, the Agency has furnished, balance amount of Security Deposit in form of Bank Guarantee No. _____ dated _____ of Rs. _____ having validity till _____, in favour of the Secretary, The Institute of Chartered Accountants of India, In case of extension of contract, the Housekeeping Agency shall renew or shall furnish a fresh Bank Guarantee for an equal amount of 10% of Contract value covering the extended period. ICAI shall retain the Performance Guarantee till the expiry of the Contract period including extended period, if any, and no interest shall be paid thereon. The same will be returned to the Agency after 90 days beyond the date of Completion of the contract.

The Security Deposit/ Bank Guarantee is liable to be forfeited in case the Housekeeping Agency fails to honor the contract or refuse to comply with any or all the terms and conditions of the contract.

Notwithstanding to any provisions and conditions mentioned herein, the Security Deposit/Performance Security shall liable to be forfeited in following cases:

- a) If the Housekeeping Agency changes the rates of contract during the contract period
- b) If the Housekeeping Agency withdraws its/his offer during the period of Agreement/ Contract
- c) If the Housekeeping Agency refuses/ fails to execute the Agreement within stipulated time.
- d) the Housekeeping Agency fails to perform the work to the satisfaction of the ICAI.
- e) If the Housekeeping Agency founds to be indulged in Canvassing, bid rigging, or indulge in fraud and corruption/ corrupt practices in any form in connection with this Agreement.
- f) If the Housekeeping Agency founds to be suppressing the information or furnishing wrong or incomplete information or making false or misleading statements..
- g) If the Housekeeping Agency assign or sub-lets the Contract without written permission of ICAI
- h) If the Housekeeping Agency fails to honour or refuses to comply with or modifies any or all terms and conditions of the Agreement.
- i) If the Housekeeping Agency fails to pay Penalty.
- j) If all or any of the Representations and warranties of the Agency found to be false and not true.
- k) If the Housekeeping Agency fails to make improve its performance to the satisfaction of ICAI within the notice period.

30. The Housekeeping Agency shall not assign or sub-contract its obligations under this Agreement to any other person in any manner.

31. In case of breach of terms of the Agreement committed by the Housekeeping Agency, the ICAI may terminate the contract by giving One Month notice and may inter alia further award contract to any other Agency at the risk and cost of the defaulting Agency. In such case, any higher price to be paid by ICAI to the newly appointed Agency shall be recoverable from the defaulting Agency by invoking the Bank Guarantee/ forfeiture of Security Deposit, any unpaid amount that ICAI has to pay to the Housekeeping Agency etc. and the same is without prejudice to the other legal remedy available to the ICAI in this regard.

32. This contract is initially for a period of one year w.e.f. _____. On expiry of contract, ICAI will evaluate the performance services of the Housekeeping Agency. If the services are found satisfactory, the ICAI reserves the right to extend the contract on the same terms and conditions as set out herein.

33. In the event of either party being rendered unable by force majeure to perform any obligation required to be performed under the Contract by such party, the relative obligation of the party affected by such force majeure shall upon notification to the other party be suspended for the period during which such cause lasts. The cost and loss sustained by the either party shall be borne by the respective parties.

The term 'Force Majeure' as employed herein shall mean acts of God, like fire, earthquake, flood, sabotage, and other irresistible cause like war, revolt, riot which are beyond the control of the either party. However, strike, lockout & other labour or student unrest will not constitute 'force majeure' for the purpose of this contract in respect to obligations of Housekeeping Agency.

Upon the occurrence of such cause(s) and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing immediately but not later than 72 (Seventy-two) hours of the alleged beginning and ending thereof giving full particulars and satisfactory evidence in support of its claim. Time for performance of the relative

obligation(s) suspended by the force majeure shall stand extended by the period during which such cause lasts.

If rendering of services are suspended by force majeure conditions applicable to the Housekeeping Agency lasting for an aggregate period of more than 15 days, the ICAI shall have the option of rescinding the contract in whole or in part or re-negotiate the contract provisions.

34. Either party may terminate the Contract, without assigning any reason, by giving a one month's notice in writing to the other.

34.1 In addition to any other rights or remedy available to ICAI, the ICAI may terminate the contract, at its option in whole or part, by giving seven days' notice in writing, in case of any of the following violations by the Housekeeping Agency, if the violations are not remedied in the notice period to the satisfaction of the ICAI.

- i. the Housekeeping Agency refuses to render all or any of the Services which the Housekeeping Agency is required to render under the Contract, or refuses to render the same within the time or in the manner or otherwise according to the Contract;
- ii. the Housekeeping Agency becomes incapable of or unable to perform the Contract;
- iii. death of proprietor or dissolution of Housekeeping Agency or commencement of liquidation or winding up proceedings or appointment of a Receiver or insolvency of the Housekeeping Agency;
- iv. distress execution or other legal process being levied on or upon any of the Housekeeping Agency's assets.
- v. the Housekeeping Agency or any person employed by him made an offer for any purpose in connection with the Contract by way of any gift, gratuity, royalty, commission, gratification or other inducement (whether in money or in any other form) to any employee or agent of the ICAI. The decision of the ICAI as to whether any of the event/contingencies mentioned above has occurred shall be final and binding upon the Housekeeping Agency.
- vi. Housekeeping Agency assigns or sub-lets the work under the contract without the prior written permission from the ICAI.

34.2 Subject to the other terms and conditions of the Agreement along with Tender/ RFP and subsequently issued LoI upon termination of the contract in whole or in part, the Housekeeping Agency shall be entitled only to receive payment in accordance with the Contract for the Housekeeping services rendered under the contract till the date of termination of contract, and shall not be entitled to any other payment or compensation. Decision of ICAI in regard to interpretation of the Terms and Conditions of the Agreement shall be final and binding on the Agency.

35. If the performance of work/services is delayed beyond time schedule due to reasons attributable to the Contractor/Supplier, the Contractor/Supplier shall be liable for penalty at the rate of 1/2% of total value of the Contract for each day of delay unless the time to complete the performance is extended by the ICAI. The Institute, without prejudice to its rights remedies pursuant to this agreement, reserves its right to forfeit the Performance Security on failure to pay the penalty.

36. In case of any dispute or difference in relation to the meaning or interpretation of any of the terms and conditions of the Agreement, in the first instance, the parties shall try to resolve the dispute amicably, failing which the dispute shall be referred to the sole arbitrator to be appointed by the parties mutually. The Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. The Seat of Arbitration shall be at and the language of the arbitration proceeding and that of all documents and communications between the parties shall be English. The decision of the arbitrator shall be final and binding upon both the parties. All arbitral awards shall be in writing

and shall state the reasons therefor. The expenses of the arbitration as determined by the arbitrator shall be shared equally by the parties.

- 37. Subject to the arbitration agreement contained herein, any dispute between the parties arising out of this Agreement shall be subject to the jurisdiction of the Courts atonly.
- 38. This agreement shall not be modified or amended unless the Parties in their discretion mutually agree in writing, in which case such alterations shall be deemed to form part of this Agreement and shall be binding on the Parties hereto.
- 39. The failure to exercise or delay in exercising a right or remedy provided by this Agreement, by law or in equity does not impair or constitute a waiver of the right or remedy or an impairment of or a waiver of other rights or remedies.
- 40. In case any provision of this Agreement be rendered illegal or unenforceable, in whole or in part, by the laws, regulations or public policy of any jurisdiction in India, including without limitation by a requirement, directive or guidance of the appropriate authority, such provision shall to that extent be deemed not to form part of this Agreement but the validity or enforceability of any other provision of this Agreement shall not be affected. The Parties may enter into good faith negotiations to amend such provision in such a way that it is legal and enforceable and to the maximum extent possible gives effect to the original intent of the Parties in such regard provided that if this Agreement is not capable of continuing in existence without the relevant provision, either Party may terminate this Agreement forthwith by notice to the other Party.
- 41. The terms and conditions contained herein constitute the entire agreement between the parties. Upon execution of this Agreement, all prior agreements, commitments, promises, assurance, oral or otherwise made by and between the Parties hereto and not herein expressly provided for shall not have any legal significance and shall be treated as cancelled or superseded by this Agreement and shall be of no force and effect.
- 42. All notices and other communications required or permitted to be given under this Agreement shall be in writing and shall be delivered or sent by personal delivery, electronic mail, facsimile transmission or registered or certified mail (return receipt requested) postage prepaid to the relevant Party addressed as herein below or as may from time to time be notified in writing by such Party to the other no less than 15 days' in advance. The notices and communications sent in such manner shall, unless the contrary is proven, be deemed to have been duly received on the date of personal delivery, two business days following delivery upon confirmation of transmission by the sender's facsimile machine or electronic mail device or ten business days following mailing by registered or certified mail (return receipt requested postage prepaid)

For and on behalf of ICAI:	For and on behalf of HOUSEKEEPING AGENCY
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IN WITNESS WHEREOF THE PARTIES HERETO HAVE HERE-INTO SET THEIR RESPECTIVE HANDS AND SEALS IN THE DAY AND THE YEAR FIRST ABOVE WRITTEN.

Signed and delivered for and on behalf of ICAI

Signature and delivered for and on behalf of M/s. _____ vide Board Resolution dated _____ passed by the Board of Directors and signed by _____ authorized Director/Person in witness whereof.

IN PRESENCE OF TWO WITNESSES

1.

2.



**THE INSTITUTE OF CHARTERED ACCOUNTANTS OF
INDIA
(ICAI)**

**TENDER
FOR
HOUSEKEEPING SERVICES
AT
ICAI'S OFFICES/PREMISES AT
ICAI KASBA & ICAI RUSSEL STREET
FINANCIAL BID/ PRICE BID
(Part-II)**

Issued To :-

M/s.

Address

Tel. No.

Name of the Person

Signing the tender

Mobile No.

E-mail ID

LAST DATE FOR SUBMISSION OF SEALED TENDERS : 24.03.2025 upto 5.00 p.m.

TOTAL NUMBER OF PAGES : 57 - 61

Financial Bid
Schedule of Rates
(in compliance with Central Govt.)

Rates are to be provided strictly in the following format, not following this format will lead to cancellation of the tender:

A. For ICAI BHAWAN, Russel street Kolkata – (Duty Hrs. 8 Hrs.)

The locations and number of personnel as mentioned in **Scope of Work**.

S. No.	Particulars	Rate Per Housekeeping Boy (Rs.)/Month	Rate Per Supervisor (Rs.)/Month
1.	Minimum wages (MW) (As per Central Govt)		
2.	PF (@ 12% on MW)		
3.	Administrative charges (1% on MW)		
4.	ESI (3.25% on MW)		
5.	Service charges (in percentage)		
6.	Equipment Charges & Material Cost		
7.	Total (A)		

B. For ICAI Bhawan, Kasba, Kolkata - (Duty Hrs. 8 Hrs.)

S. No.	Particulars	Rate Per Housekeeping Boy (Rs.)/Month	Rate Per Supervisor (Rs.)/Month
1.	Minimum wages (MW) (As per Central Govt)		
2.	PF (@ 12% on MW)		
3.	Administrative charges (1% on MW)		
4.	ESI (3.25% on MW)		
5.	Service charges (in percentage)		

6.	Equipment Charges & Material Cost		
7.	Total (A)		

The locations and number of personnel as mentioned in **Scope of Work**.

GST extra as applicable.

Bids quoting service charge less than 1% are liable for rejection.

Note:-

1. The **Housekeeping Boy** will be considered under the **un-skilled category** and **Housekeeping Supervisor** will be considered under the **Skilled Category**. The successful bidder shall provide uniformed and trained personnel and use its best endeavor to provide Housekeeping services to the ICAI. The above manpower will be considered **as per the Central Government minimum wages Act of Chief Labour Commissioner**. The Tenderers are expected to submit their respective bids considering the above consideration. The Housekeeping Agency shall provide uniformed and trained personnel and use its best endeavour to provide Housekeeping services to the ICAI for providing safety, monitoring and surveillance. Rates quoted will include all statutory obligations of the contractor under Minimum Wages Act, Contract Labour (R&A) Act, weekly-off replacement charges, cost of uniform of personnel deployed by the contractor, all kinds of taxes, service charges, etc. of the agency. The rate quoted will be for per shift of eight hours per person per month. If the minimum wages is revised by the Chief Labour Commissioner (C) the incremental wages, if applicable, will be provided.
2. The offers/bids which are not in compliance of Minimum Wages Act, Contract Labour (R&A) Act and any other Labour laws will be treated as invalid.
3. Please attach separate Annexure specifying various components in detail with rates included in Consolidated Wages as Sr. No. 1 of Schedule of Rates, which includes Basic Wages, DA, HRA, Leave wages, etc. The rate applicable for Minimum Wage will be the latest rates notified by **Central Government minimum wages Act of Chief Labour Commissioner**.
4. The contract is for one year which may be extended by ICAI if desired.
5. The number of manpower and material shown herein is indicative and for basic guidance only, please note that the actual quantity/ requirement may vary.
6. **Any other government levies which is applicable but not specifically mentioned but incidental to execution of this contract should be shown separately.**
7. The bidders shall quote the rates in Indian Rupees.
8. **All the columns shall be clearly filled in ink legibly or typed. The tenderer should quote the number, rates and amount tendered by him/them in figures and as well as in words. Alterations, if any, unless legibly attested by the**

tenderer shall disqualify the tender. The tenderer shall take care that the rate and amount may be written in such a way that interpolation is not possible. No blanks should be left which would otherwise make the tender liable for rejection.

The Price Bid should be quoted on the letter head of the agency / company/firm and be submit in a separate sealed envelope.

Please also quote Rate alongwith Brand name of the following Housekeeping materials which may be consumed during the month :

List of Tentative Housekeeping material required per month to be brought at site during first week of every month: (which may vary as per requirement)

Sr. No.	Cleaning Material	Quantity	Rate Per Unit (Rs.)	Amount (Rs.)
1.	Taski R1 Bathroom Cleaner (each can of 5Ltr.)	10 Cans		Monthly
2.	Taski R2 Hard Surface Cleaner(each can of 5Ltr.)	6 Cans		Monthly
3.	Taski R3 Glass Cleaner(each can of 5Ltr.)	2 Cans		Monthly
4.	Taski R4 Wood Cleaner(each can of 5Ltr.)	2 Cans		Monthly
5.	Taski R6 Toilet Bowl Cleaner(each can of 5Ltr.)	4 Cans		Monthly
6.	Taski hand wash (5Ltr)	4 Cans		Monthly
7.	Floorwiper	12 Nos		One Time
8.	Fennel (5 Ltr Each)	6 Nos		Monthly
9.	Drain it	As per Requirement		
10.	Toilet Brush	12 Nos		One Time
11.	Odonil 50 gm	40 Nos		Monthly
12.	Polythene bag for waste paper basket (Big)	5 Kgs		Monthly
13.	Air Room Fresher	10 Nos		Monthly
14.	Floor Duster	20 Nos		Once in a three Month
15.	Hard Broom (G.Q.)	10 Nos		Once in a three Month
16.	Soft Broom (G. Q)	10 Nos		Once in a three Month
17.	Nirma / Wheel washing Powder	As per Requirement		
18.	Dry Mop Set 18" (G Q)	12 Nos		One Time
19.	Chock Up Pump	4 Nos		One Time
20.	Taski D7 Steel Polish (5Ltr)	2 Nos		Monthly
21.	Sanicube	24 Nos		Monthly
22.	Mask	As per Requirement		
23.	Hand gloves	20 Nos		One Time

24.	Dustbin	As per Requirement		
25.	Bucket-10Ltr	As per Requirement		
26.	Bucket-5Ltr.	As per Requirement		One Time
27.	Table Duster	10 Nos		Monthly
28.	Dry Mop 24" Set	As per Requirement		
29.	Taski R5 Air Fresher (5 Ltr Each)	As per Requirement		
30.	Glass Wiper	10 Nos		One Time
31.	Acid (5 Ltr)	4 Ltrs		Monthly
32.	Scrub Pad	30 Nos		Monthly
33.	Sponge	15 Nos		Monthly
34.	Wet Mop	12 Nos		One Time

Sr. No.	Cleaning Material	Quantity	Rate (Rs.)	Amount (Rs.)
35.	Kitchen Wiper	As per Requirement		
36.	Ala	As per Requirement		
37.	Palti Patra	As per Requirement		
38.	Bleaching Power	As per Requirement		
39.	COB web	As per Requirement		
40.	Urinal Screen/Net	20 Nos		Monthly
41.	6 V brush	As per Requirement		
42.	H. K. 4 Brush	As per Requirement		
43.	Air Fresher Stick	As per Requirement		
44.	Floor Wiper	As per Requirement		One Time
45.	Steel Rod	As per Requirement		
46.	Basket	As per Requirement		
47.	Glass Duster	As per Requirement		Monthly
48.	Feather Brush	As per Requirement		
49.	Carpet brush	As per Requirement		One Time
50.	Black plastic bag for dustbin	4 Kgs		Monthly
51.	15 gm Stick	As per Requirement		
52.	Sanitizer	As per Requirement		

53.	Red Toilet Duster	As per Requirement		Monthly
54.	Godrej Air Pocket	As per Requirement		Monthly
55.	Vim Liquid	15 Ltrs		Monthly
56.	Sunny Colour Cubes	As per Requirement		Monthly
57.	Red Hit	6 Nos		Monthly
58.	Black Hit	6 Nos		Monthly
59.	Small Dust Bin	As per Requirement		
60.	Big Dust Bin	As per Requirement		

And various other items which are not specifically listed above but required to upkeep the maintenance of the building.

Please Note: Further, it is necessary to always maintain reserve one month stock of above material in advance in godown, to maintain the Housekeeping services hassle-free.

List of Equipment:

Sr No	Description	Qty	Purpose	Frequency
1	Floor Mopping Machine	1	For Floor Tile Cleaning	Any one floor daily
2.	Vacuum Cleaners (mechanized industry wet cleaning)	1	For General Cleaning	Daily
3.	Vacuum Cleaners (mechanized industry dry cleaning)	1	For Carpets Cleaning	Daily
4.	Jet Spray Machine	1	For cleaning of Footpath, Ramp and basement	Fortnightly
5.	Fogging machine with Diesel and Mosquito Repellent	1	For General Fogging	Weekly basis in the evening
6.	Telescopic rod and ladder	1	For Heighted Structure like entrance lobby, canopy around the building etc	Weekly basis

And various other equipment which are not specifically listed above but required to upkeep the maintenance of the building.

Signature(s) of the Tenderer(s)

Name and Designation of authorised Person signing the Tender on behalf of the Tenderer(s)