

 <p>इरेडा IREDA IS/ISO 9001 : 2015 Certified ISO/IES 27001 : 2013 Certified (A Mini Ratna Category-I PSU)</p>	<p>भारतीय अक्षय ऊर्जा विकास संस्था सीमित (भारत सरकार का प्रतिष्ठान) Indian Renewable Energy Development Agency Limited (A Government of India Enterprise)</p>
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Tender for Empanelment of Agency for providing Housekeeping & Maintenance Services and Hospitality Services at IREDA Offices

INVITATION TO BID

REF NO: 03/TENDER-HOUSEKEEPING/2017-18 DATED 04.01.2018

Corporate Office: 3rd Floor, August Kranti Bhawan, Bhikaiji Cama Place, New Delhi – 110066.
Registered Office: Core-4A, 1st Floor, India Habitat Centre, Lodhi Road, New Delhi – 110003.

SECTION – 1 (NOTICE INVITING TENDER)

1) Indian Renewable Energy Development Agency Limited (IREDA), a Mini Ratna (Category – I) Government of India Enterprise under the administrative control of Ministry of New and Renewable Energy Sources (MNRE), invite online bids for single stage two bid system from interested bidders for empanelment of Agency for providing following services at IREDA Registered Office at India Habitat Centre, Lodhi Road, New Delhi and Corporate Office at August Kranti Bhawan, Bhikaiji Cama Place, New Delhi:

- Housekeeping & Maintenance Services
- Hospitality Services

2) Interested bidders may download the tender documents from IREDA website, www.ireda.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule given below:

S. No.	Description	Detailed information
i)	Tender	Empanelment of Agency for providing Housekeeping & Maintenance Services and Hospitality Services at IREDA Registered Office at India Habitat Centre, Lodhi Road, New Delhi and Corporate Office at August Kranti Bhawan, Bhikaiji Cama Place, New Delhi.
ii)	Tender Reference Number	No.03/Tender-Housekeeping/2017-18 dated 04.01.2018
iii)	Date of release of tender/bidding documents (document can be downloaded from IREDA website and CPP Portal)	04.01.2018
iv)	Site visit at IREDA Corporate Office at August Kranti Bhawan, B.C. Place, New Delhi and Registered Office, India Habitat Centre, Lodhi Road, New Delhi to assess the exact requirement of IREDA	On any working day between 05.01.2018 to 02.02.2018 between 11.00 A.M. to 4.00 P.M.
v)	Last date and time for bid submission	05.02.2018 (Monday) at 3.00 P.M.
vi)	Bid opening date	07.02.2018 (Wednesday) at 11.30 A.M.
vii)	Name and address for communication	Shri P. Sreenivasan, General Manager (HR), Indian Renewable Energy Development Agency Limited, 3 rd Floor, August Kranti Bhawan, Bhikaiji Cama Place, New Delhi – 110 066 Ph: 011-26717400-13 Fax: 011-26717416 Email: psreenivasan@ireda.in
viii)	Earnest Money Deposit	Rs.1,36,000/- in the form of Demand Draft / Banker's Cheque in favour of Indian Renewable Energy

		Development Agency Limited). MSEs registered with NSIC / UAM and startups are exempted from submission of EMD / Bid Security Deposit on production of requisite proof in the form of valid certification for the tender service.
ix)	Tender Fee	Rs.2,000/- in the form of Demand Draft / Banker's Cheque in favour of Indian Renewable Energy Development Agency Limited). MSEs registered with NSIC / UAM and startups are exempted from submission of tender fee on production of requisite proof in the form of valid certification for the tender service.

- 3) Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Tenderer / Bidder are advised to follow the instructions provided in the "Instruction to the Bidders" for the e-submission of the bids online through the Central Public Procurement Portal for e-procurement at <https://eprocure.gov.in/eprocure/app>.
- 4) The application form for empanelment shall be downloaded from IREDA website, www.ireda.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app>.
- 5) Tenderer who has downloaded the tender from the IREDA website and Central Public Procurement Portal (CPPP) website shall not temper / modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered / modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing any business with IREDA.
- 6) Not more than one tender shall be submitted by one tenderer / bidder having business relationship.
- 7) Intending tenderers are advised to visit again IREDA website and CPPP website at least 3 days prior to closing date of submission of tender for any corrigendum / addendum / amendment.
- 8) It is advised that the **Tenderer should arrange all the document (s) to be uploaded in a single file and upload the same on the portal. Multiple scanned separate files are not acceptable.**
- 9) The original Demand Draft / Banker's Cheque of **Earnest Money Deposit (EMD) and Tender Fee** in support of quotation addressed to General Manager (HR) must be deposited in the Tender Box kept at Reception of IREDA Corporate Office, 3rd Floor, August Kranti Bhawan, Bhikaiji Cama Place, New Delhi – 110 066 on or before **05.02.2018 (Monday)** at 3.00 P.M. Bidder has to submit two separate DDs / BCs towards EMD and Tender Fee into one envelope super scribing "*Tender for Empanelment of Agency for providing Housekeeping & Maintenance Services and Hospitality Services at IREDA Offices*" before closing date & time. Delay in submission of same on account of any reason is not acceptable. The online Technical & Financial bids of only those bidders will be accepted who have timely submitted the Tender Fee and EMD.
- 10) Bids will be opened as per date/time as mentioned in the schedule above.

- 11) Interested bidders or its authorized representatives shall also participate in the Bid Opening process. After online opening of technical bid, the results of their qualification as well as financial bid opening will be intimated through online.

SECTION – 2 (SCOPE OF WORK)

1.	Name of work & Location	Empanelment of Agency for providing services for housekeeping, sweeping, mechanized cleaning and day-to-day repair & maintenance work at IREDA Office, Corporate Office, August Kranti Bhawan, 3 rd Floor, Bhikaiji Cama Place, New Delhi-110 066 and IREDA Registered office, India Habitat Centre, Lodhi Road, New Delhi - 110 003.
2.	Area of the Building [IREDA Corporate office [August Kranti Bhavan]	1813.75 sq. mtr. approx. having about 33 rooms/halls stores of different sizes and 8 toilets, & urinals, corridors, stairs and the open areas. The areas stated above are only approximate and the parties are advised to see the location.
	IREDA Registered Office [India Habitat Centre]	733 sq. mtr. approx. 1 st & 2 nd Floor Basement area (Store Room). The areas stated above are only approximate and the parties are advised to see the location.
3.	No. of days during the month for which the services are required	All days except Sunday and Holidays notified by Govt. of NCT for Industrial workers (unless otherwise required on written requisition). Additional charges for cleaning / sweeping etc. on holidays, overtime whenever required will be payable extra.
4.	Hospitality Services	The Contractor is also required to make meeting arrangements such as refreshments / packed lunch etc. on various occasions, as and when required. The expenditure incurred towards hospitality services shall be reimbursed together with monthly payment.

SECTION – 3 (ELIGIBILITY CRITERIA)

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The bidding is open to all bidders who fully meet the following eligibility criteria / qualifying requirements:

- a) The Agency / firm should have been in existence at least for 3 years and should have its Main / Head / Branch office in Delhi/NCR.

- b) The Bidder must have in its name as prime contractor experience of having successfully completed similar nature of works in Government / Semi-Government / PSUs / Banks / Public Limited Companies during last 3 years. The Bidder must have satisfactorily completed minimum 01 similar contract costing not less than Rs.68.00 lakhs on or after 1st April 2014 to meet last 3 years criteria. (Signed and scanned copy of documentary proof to be furnished).
- c) Annual Financial Turnover (i.e. total sales) during the last three each financial years during the last three FYs (2014-15, 2015-16 and 2016-17) should be **minimum Rs.68.00 lakhs or more** as per Profit & Loss Accounts / Annual Report of the Bidder (signed and scanned copy of documentary proof to be furnished).
- d) Bidder should be registered with Labour, ESI and EPF Department (signed and scanned copy of documentary proof to be furnished).
- e) Bidder should have valid Registration No. of GST / PAN, ESI, EPF, Labour etc. (signed and scanned copy of documentary proof to be furnished).
- f) **An Earnest Money Deposit (EMD) of Rs.1,36,000 (Rupees One Lakh Thirty Six Thousand only)** in favour of “Indian Renewable Energy Development Agency Limited”, payable at New Delhi. Bidder should write their name and address in the back of Demand Draft / Banker’s Cheque submitted along with tender document. MSEs registered with NSIC / UAM and Startups are exempted from submission of EMD on production of requisite proof in the form of valid certification from NSIC / MSME for the tendered services (**signed and scanned copy of documentary proof to be furnished**).
- g) The Agency has to submit **tender fee of Rs.2,000/- (Non-refundable)** in favour of “Indian Renewable Energy Development Agency Limited”, payable at New Delhi. Bidder should write their name and address in the back of Demand Draft / Banker’s Cheque submitted along with tender document. MSEs registered with NSIC / UAM and Startups are exempted from submission of tender fee on production of requisite proof in the form of valid certification from NSIC / MSME for the tendered services (signed and scanned copy of documentary proof to be furnished).
- h) The bidder has to provide an undertaking indicating that their firm / agency have not been banned / blacklisted by any Central Govt. / Ministries & Departments and CPSEs; and no legal suit / criminal case is pending or contemplated against the Company or any of its Director, Partners or Proprietor during the last 5 years period (signed and scanned copy of undertaking in their letterhead may be furnished).
- i) Bidders from all over India are eligible to apply, however, the bidder should have its Main / Head / Corporate / Branch office in Delhi.

IREDA reserves the right to carry out capability assessment of the Bidders and the decision of IREDA shall be final in this regard.

SECTION – 4 (EVALUATION CRITERIA)

- 1) The selection will be based on Combined Quality cum Cost Based Selection (CQCBS) approach with 75% weightage on Technical and 25% weightage on Financial to select the Housekeeping and Maintenance Agency based on their quality. The Technical Evaluation will be done by the Tender Evaluation Committee of IREDA:

Technical Evaluation Criteria – Maximum Marks 100, Qualifying Marks = 80

S. No.	Criteria	Maximum Marks	Documentary evidence to be provided
1	Number of Years' experience in the business of providing housekeeping and maintenance services in the office premises <ul style="list-style-type: none"> • For 3 years – 5 years = 05 marks • 5 years – 10 years = 10 marks • More than 10 years = 15 marks 	15 marks	Certificate of Incorporation in case of Pvt. Ltd. Company / Affidavit, if proprietary firm and Partnership Deed, if partnership firm, whichever applicable.
2	Average Financial Turnover during the last each three FYs (2014-15, 2015-16 and 2016-17) should be minimum Rs.68.00 lakhs or more as per Profit & Loss Accounts / Annual Report of the Bidder <ul style="list-style-type: none"> • Rs.68 lakhs – Rs.100 lakhs = 05 marks • Rs.100 – Rs.150 lakhs = 10 marks • Rs.100 lakhs and above = 15 marks 	15 marks	Audited Balance Sheet with profit & loss account statement in support of financial strength / Annual Report / CA Certificate
3	The Bidder must have in its name as prime contractor experience of having successfully completed similar nature of works in Government / Semi-Government / PSUs / Banks / Public Limited Companies during last 3 years. The Bidder must have satisfactorily completed minimum 01 similar contract costing not less than Rs.68.00 lakhs on or after 1 st April 2014 to meet last 3 years criteria = 10 marks. Apart from above minimum eligibility criteria, the details may also be provided for similar ongoing contracts: Upto -5 ongoing contracts-5 marks and more than 5 ongoing contracts-10 marks <i>(Enclosed three letters of satisfactory service issue within two years (i.e. 2014-15 onwards).</i>	20 marks	For completed contracts, copy of Completion / Performance Certificate indicating period and business volume of the contract. For running / ongoing contracts, copy of work order along with documentary evidence related to latest monthly billing.
5	Number of Housekeeping and Maintenance Staff deployed with the Agency <ul style="list-style-type: none"> • Up to 75 nos. = 5 marks • 75 - 150 nos. = 10 marks • More than 150 nos. = 15 marks 	15 marks	Documentary evidence required to be furnished.
7	Office in Delhi Registered / Corporate – 10 marks Branch Office – 05 marks	10 marks	Documentary evidence required to be furnished.

8	Registration with MSME / NSIC / Startups = 05 marks MSME / NSIC (for SC/ST entrepreneurs category) = 05 marks	10 marks	Registration Certificates issued from the Competent Authority
9	Registration with Government Authorities under Contract Labour Act, EPF Act, ESI Act, PAN and GST	10 marks	Registration Certificates issued from the Competent Authority. In the absence of not having any of these registration certificate with appropriate local Govt. authorities, the bid still be treated as not eligible / unresponsive and summarily rejected.
10	Certification of ISO 9001: 2008 / 9001: 2015	05 marks	Registration Certificates issued from the Competent Authority

- 2) MSE registered with DICs/KVIC/KVIB/NSIC/Directorate of Handicrafts and Handloom/UAM or any other specified by Ministry of Micro, small & Medium Enterprises and start-ups are exempted from (i) submission of EMD/bid security Deposit on production of requisite proof in the form of valid certificate for the tendered service, (ii) payment of fee towards tender documents,
- 3) Participating MSEs quoting price within band of L1+15% shall also be allowed to supply a portion of requirement by bringing down their price to L-1 price in a situation where L-1 price is from someone other than a MSE. In case of tender item is non-splitable or non-dividable etc., MSE quoting price within price band L-1+15% may be awarded for full /complete supply of total tendered value to MSE, considering spirit of policy for enhancing the Govt. Procurement from MSE.
- 4) In respect of start-up and MSEs Prior Turn over and Prior Experience eligibility criteria be relaxed subject to meeting of quality and technical specifications as per notified Govt. guidelines.

Financial Evaluation Criteria: The online Financial Bid will be opened only for the Agencies who have been qualified with minimum 80 marks in the Technical Bid

- i) Weightage:
 - Technical Criteria / Scores:-75%
 - Financial Criteria/Scores - 25%
 - ii) Rate of Service Charge: (To be quoted by Bidder)
- Bidder, who will quote lowest rate would be given as financial score of 100 and other Bids given financial score that are inversely proportionate to their prices. The bid obtaining the highest total combined scores in Technical & Financial will be ranked as H-1 followed by bids scoring lesser

marks as H-2, H-3 etc. The bid scoring highest rank (H-1) shall be recommended for award of contract.

- IREDA reserves its right to empanel and engage more than one agency at its sole discretion.

SECTION – 5 (GENERAL TERMS & CONDITIONS)

1. The Technical / Financial Bid shall be submitted through online are only acceptable as eligible.
2. The offers submitted by Fax / E-mail shall not be considered. No correspondence will be entertained in this matter.
3. All rates and amount shall be written both in figures and words without any cutting / over-writing and shall be indicated in Indian rupees only.
4. The rates quoted, should clearly specify all the service charges and taxes applicable separately. In case, this information is not indicated in the quotation, it would be presumed that the rates quoted are inclusive of service charges and all type of taxes/duties. The **GST** whichever applicable should be shown separately in the Price Schedule.
5. Each bid shall be accompanied by EMD. Any bid, not accompanied by the EMD is liable to be rejected by the Owner as non-responsive. The bidder shall write the company/agency/shop/firm name on the back side of the EMD.
6. EMD of the unsuccessful bidder shall be returned after the acceptance of the Purchase Order / Work Oder by the successful bidder.
7. No interest or any other cost will be payable by IREDA on the EMD.
8. The EMD may be forfeited without any notice or proof of damages etc. in the following cases:
 - (a) If a Bidder withdraws its bid during the period of bid validity specified by the bidder on the Bid form.

OR
 - (b) In the case of a successful Bidder if the Bidder fails to accept Letter of Award/Purchase Order unconditionally, within specified item.

OR
 - (c) If a tenderer deliberately/knowingly provides wrong / false information /credentials / documents in support, IREDA reserves the right to terminate/rescind the contract at any stage, forfeit the EMD and other dues of the Agency / firm, if any, and to take any other action as may be deemed fit.

OR
 - (d) Canvassing in connection with the tenders in any shape/way/form is strictly prohibited and tenders submitted by such tenderers who resort to canvassing shall be liable for rejection by IREDA without prejudice.

9. No bid may be withdrawn in the interval between the deadline for submission of Bids and expiration of the period of bid validity. Withdrawal of a bid during this interval shall result in the forfeiture of EMD of the Bidder.
10. The successful bidder, who are empaneled with IREDA and to whom the work has been awarded are required to execute the agreement with IREDA to its satisfaction. Further, the empaneled agency also required to furnish a Bank Guarantee (on non-judicial stamp paper of the required value) as Security Deposit for the value equivalent to one month average salary expected to be disbursed and to be valid for the period of the contract plus two months for claim period. Such Bank Guarantee amount must be increased by the Agency as and when asked by IREDA to do so to match it with 1 month average salary. IREDA is free to verify the genuineness of the submitted Bank Guarantee from the issuing Bank Branch. In the absence of BG, the DD for the said amount is to be deposited with IREDA as Security Deposit.
11. The EMD / bid security is required to protect the Owner against the risk of bidder's conduct which would warrant the security forfeiture.
12. Bids shall be kept valid for acceptance for a period of 6 (six) calendar months from the date of opening of Bids. Any bid valid for a shorter period less than 6 months from the date of opening may be rejected by IREDA as non-responsive.
13. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.
14. The Owner will examine the Bids to determine whether they are complete, whether required EMD has been furnished, whether Bidder fulfils the qualifying requirements and whether the Bids are generally in order.
15. Prior to detailed evaluation, IREDA will determine the substantial responsiveness of each Bid with reference to the bidding documents. A substantial responsive bid is one which confirms to all the terms and conditions of the bidding documents without material deviation. The Owner's determination of bids responsiveness will be based on the contents of the bid itself. A bid determined as not substantially responsive will be rejected by IREDA and may not subsequently be made responsive by the bidder by correction of the non-conformity.
16. The Owner may waive any minor informality or non-conformity or irregularity in a Bid which does not constitute a material deviation. The decision of the Owner with regard to the deviation being material or not, shall be final and binding.
17. The bidder shall complete the proposal sheets and all the pages of the bid shall have initials of the person or persons signing the bid as a token acceptance of all the terms & conditions of this tender.
18. The Bids shall be opened by the Owner on any date after the last date fixed for Bid receipt, as specified in Invitation of Bids or in the case any extension has been given thereto, after the extended Bid submission date notified to all Bidders.
19. Bid evaluation shall be made on the basis of least evaluated cost and meeting requirements of IREDA.

20. IREDA will evaluate and compare the bids based on the information asked in the tender document vis-à-vis documents submitted by the bidder.
21. Arithmetical errors will be corrected on the following basis:

If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between the amounts in Words and Figures, the amount in Words will prevail. If the Bidder does not accept the correction of the errors as above, the Bid will be rejected and the amount of Bid Security will be forfeited.
22. The EMD of the bidders except that of the successful bidder will be returned within sixty (60) days after the award of contract or 30 days after the expiration of the period of bid validity, whichever is earlier.
23. The contract may be awarded to more than one party on parallel contract basis.
24. Sub-letting of contract is not allowed, after award of work order. If any such matter comes to IREDA notice, the contract will be cancelled and EMD / Bid Security will be forfeited.
25. IREDA does not bind itself just to accept the lowest financial bid and reserves the right to accept or reject any or all bids without assigning any reason and to accept the tender in part and no in its entirety.
26. The Owner reserves the right, to accept any bid (not necessarily the bid having lowest bid prices) or to reject any or all bids or to cancel / withdraw the invitation to bid or to annul the bidding process at any time / stage prior to Award of Contract, without assigning any reason for such decision. Such decision by the Owner shall not be subject to question by any Bidder and the Owner shall bear no liability whatsoever consequent upon such a decision nor shall he have any obligation to inform the affected Bidder or Bidders of the grounds for the Owner's action.
27. IREDA can withdraw / terminate the contract at any time on account of any reason or in case the services are not found satisfactory with one months' notice on either side.
28. The tender submitted by tenderers shall become the property of IREDA and IREDA shall have no obligation to return the same to the tenderer.
29. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the Contractor or his partner, agent officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other Contract with the Owner, shall in addition to a criminal liability which it may incur, subject the Contractor to the cancellation of this and all other Contracts and also to payment of any loss or damage to the Owner resulting from any cancellation. The Owner shall then be entitled to deduct the amount so payable from any monies otherwise due to Agency under the Contract.

30. The submission of quotation will not place this office under any obligation to empanel the bidder you and no expenses incurred by the tenderer in this regard will be reimbursed by IREDA Ltd.
31. Any dispute(s) or difference(s) arising out of or in connection with the Contract shall, to the extent possible, be settled amicably between the parties.
32. Decision of Competent Authority, IREDA shall be final & binding on both the parties in respect of all matters of dispute arising out of this tender.
33. If any dispute or difference of any kind whatsoever shall arise between the Owner and the Agency/firm, arising out of the Contract for the performance of the Works whether during the progress of the Works or after its completion or whether before or after the termination, abandonment or breach of the Contract, it shall in the first place, be referred to and settled by the GM (HR), who within a period of thirty (30) days after being requested by either party to do so, shall give written notice of his decision to the owner and the Agency / firm.
34. Arbitration: In case of any dispute between the Agency and IREDA arising out of or in relation to the contract, the dispute shall, be referred to a sole Arbitrator to be appointed by Competent Authority and the decision of such Arbitrator shall be conclusive and binding on both the parties. The Arbitration shall be governed by the provisions of the Indian Arbitration and Conciliation (Amendment) Act 2015 and subsequent amendments therein, if any.
35. Jurisdiction: The courts of Delhi will have jurisdiction over all legal disputes under this contract.
36. Notification of Award of Contract will be made in writing by registered post / speed post or by hand to the successful bidder by IREDA. The notification of award shall constitute the formation of contract.
37. On receipt of letter of award of contract by IREDA to the successful selected tenderer/contractor/ agency, the same will be accepted within 7 days of award of contract in IREDA's prescribed format. Failure to enter into the required contract/accept the work order issued by IREDA within the specified period shall entail cancellation of work order and forfeiture of the EMD.

SECTION – 6 (SPECIAL TERMS & CONDITIONS)

1) Timing / Scope of work:

A) Timings:

From 8.00 A.M to 4.00 P.M [including lunch time] (housekeeping & maintenance staff / supervisor may be required to be stay office beyond 4.00 P.M as per requirement). Timings may be changed as per IREDA requirement. The housekeeping and other services shall also be provided after 4.00 PM on daily basis as per IREDA's requirement.

B) Scope of Work:

i) Daily Work:

- a) A random check will be conducted and be monitored by IREDA authorised officials to inspect the quality and quantity of the right material. The decision of the said official / Committee / Department shall be binding on the agency.
- b) Housekeeping, sweeping and mechanized cleaning of IREDA entire office area and removal of all waste material (on daily basis) including its disposal as per instructions.
- c) Regular cleaning of the floor area, tables & chairs, wooden cupboard, cabinets/almirahs, walls and removal of dust & cobwebs, etc. Wet & dry floor mopping and detergent, disinfectants and other materials as necessitated shall be provided in sufficient quantity. Only quality products shall be allowed to be used. The cleanliness operation shall be completed three times during day time i.e. once in the morning before office opening timings; second after lunch time and thereafter in the evening, especially in the area like corridors, common passage and reception etc.
- d) Regular sweeping/mechanized cleaning and washing of toilets and urinals using deodorants, detergents and disinfectants materials.
- e) Cleaning of carpets / sofa / chairs / venetian blinds and floor with machine / vacuum cleaner, as per requirement.
- f) Provisions of soap, liquid soap, naphthalene balls/cakes, odonil, tiles / marble liquid cleaner, pest control for mosquito / fly / ants / insects / rodent are to be available / kept in sufficient quantity to meet the requirement.
- g) The choking of the sanitary installations i.e. WCs, Traps, Bottle / gully traps, manholes, gratings is to be cleared immediately but later than 6 hours of reporting of complaint.
- h) Cleaning of all telephone instruments including perfuming once a week.
- i) Mosquito and Room freshener sprays in the office on daily basis.
- j) Maintenance of water dispensers and pantry neat & clean. Serving of tea/coffee/water in flask / jars to IREDA employees.
- k) The agency is required to make Board Room ready and arrange refreshments, mineral water etc. half-an-hour before the meetings, as & when notified by IREDA.
- l) List of items required for cleaning is mentioned in attached Appendix-I.
- m) Any other work with regard to housekeeping, sweeping and cleaning services that may be assigned from time to time.

ii) Items of work to be done general once in a week:

- a) Washing and scrubbing of floor/tiles/windows/doors, etc. with cleaning material to remove stains/dark spots/dirt and to maintain shining clean look.
- b) Cleaning of washrooms/toilets/sanitary wares with the cleaning agent without damaging their shine/luster.
- c) Polishing of name plates and other brass/steel items with brasso.
- d) Dusting of walls in the open corridors and inside the office to remove dust/dark spots, cobwebs.
- e) Dusting and cleaning of fans, electrical fittings, Venetian blinds, wooden partitions and other assets.
- f) Vacuum cleaning Sofa, Curtains /dusting carpets etc.
- g) Supply of liquid Hand Sanitizer Dettol or any good brand.
- h) Supply of face / hand paper napkin boxes.
- i) Scheduling of special cleaning on every weekend and / or on holidays.

2) Minimum Manpower Requirement:

a) For IREDA Corporate office; AKB:

Nineteen (19) housekeeping staff including one Supervisor for overall supervision of the work.

b) For Registered office; IHC:

Ten (10) housekeeping staff including one Supervisor for overall supervision of the work.

c) Apart from above, following persons are also required to be provided by the Contractor:

- Full time Electrician and Plumber (1 no. each) in order to maintain day-to-day plumbing and electricity work such as toilets, sanitary fittings, electrical fittings and minor carpentry jobs for Corporate Office, AKB and Registered Office, IHC. The Plumber and Electrician should be qualified & experienced (minimum 05 years) and having valid ITI Certificate of the respective Trade / Branch.
- 2 trained catering service boy for Board Room and CMD Office Secretariat for Registered Office, IHC and Corporate Office, AKB.

3) Duties, Behaviour, Staff Requirement etc.:

- a) The Agency shall comply with all the laws and regulations applicable in the matter of such housekeeping & maintenance and other staff / Supervisors as are engaged by it.
- b) The contractor shall employ only competent, skillful and orderly men to do the housekeeping, maintenance and other similar nature of work. IREDA or its authorized officials shall have right to ask the contractor or his supervisor on site, to remove from work site any contractor person who in the opinion is undesirable.
- c) The Agency's staff shall not disturb the employees of IREDA or make any sort of noise/disturbance in the premises.
- d) The Agency's workers shall be polite, courteous, well behaved and honest.
- e) The Agency shall be fully responsible for any theft, burglary fire or any other mischievous deed done by its housekeeping & maintenance staff / Supervisors.
- f) The antecedents of all the workers will be got verified from Police by the Agency for deployment for work at IREDA office.
- g) The general medical examination of all housekeeping boys and supervisors for any communicable disease is to be done before deputing in IREDA.
- h) The housekeeping boys should be minimum 8th class pass excepting for washroom cleaning / sweeper.
- i) The Agency's workers shall not enter-into any unlawful activity within IREDA premises and shall have good moral character and shall be free from infectious diseases.
- j) IREDA shall have the right to impose any penalty on the agency or deduct such amounts from its EMD/bills in case IREDA is put to any financial loss directly or indirectly by any act of omission on the part of the Agency's Staff. Any breakage of items by willful negligence of the agency would be deducted from the agency's running bills.
- k) The agency will ensure to obtain proper license/permission from the concerned authorities.
- l) The agency shall employ sufficient number of to ensure that the work is done to the satisfaction of IREDA, before opening of the office and during office timings.
- m) IREDA / Authorized Official reserves the right to order any worker of the agency to leave the premises of the IREDA if his presence at any time is felt undesirable due to conduct / doubtful nature / activities.
- n) The person deployed on duty at IREDA office should bear proper dress code uniform and name Identity card. A penalty of Rs.50/- per day shall be imposed if it is observed by IREDA officials that no dress code is maintained

38. Agreement

The contract will be awarded for a period of one year. However, extension for a period of further two years will be (one year extension at a time only) on the same terms & conditions, subject to satisfactory performance and timely wage payments.

39. Terms and Conditions of Payment:

- (a) The Agency will pay the wages directly to the housekeeping / maintenance staff every month and the payment will be made as per Minimum Wages, as notified by Govt. of NCT, Delhi from time to time under the following category. The payment shall be mandatorily made through RTGS mode only.
- Skilled Category: Housekeeping Supervisors, Electrician and Plumber
 - Semi-skilled Category: Catering Boy
 - Unskilled Category: Housekeeping Boys and Attendants
- b) The frequency of the bill of the contractor will be once in a month.
- c) IREDA would release the payment within 30 working days of receipt of bills along with complete requisite documents at IREDA office and after deduction of taxes, cost towards short supply of material, manpower absent, damages / lost / theft of IREDA property, if any, Bank statement, ESI / EPF statement, attendance sheet, wage sheet etc. and undertaking for all statutory compliances.
- d) No advance would be paid. The payments for the services rendered shall be released after submission of the following documents and submission of PAN (original Pan Card/Letter to be shown to IREDA for verification).
- (i) Pre-receipted bills in duplicate
 - (ii) Certificate duly signed by the Chairman & Managing Director/Partner/owner under seal of the agency stating that all statutory liabilities relating to PF, ESI, etc. have been complied with and payments are made/no dues pending regarding ESI, PF A/c of any employee.
 - (i) Copy of registration card and challan deposited in regard to PF, ESI, etc. for the previous month
 - (ii) Statement detailing the amount transferred to ESI, PF account of each of the employee.
 - (v) Production of original records/registers if any required to be seen by IREDA on demand.
- e) The Agency is required to make arrangements for refreshments / lunch etc. for various meetings / occasions as and when required at their own cost. However, bill may be submitted along with monthly housekeeping bill. No advance will be paid by IREDA for any arrangements.
- f) The Agency shall submit the certificate for all statutory compliances under Contract Labour, ESI & EPF Act.

- g) Providing of two sets of summer and one set of winter uniform to each housekeeping boys and supervisors by the empaneled agency each year.
- h) The agency will be responsible to release timely salary payments irrespective of release from IREDA before 7th of next month. In case the payment is not made on or before 07th of every month to the housekeeping & maintenance staff and if there is a habitual delay in making payment, a penalty at the rate of 0.5% of total value of monthly bill would be charged for each day of delay in payment (exclusive of closed holiday) and recovered from the agency for each day of delay or deducted from the monthly billing / security deposit. Contractor cannot withheld payment of the manpower in the plea that IREDA has not paid monthly bill of the contractor.
- i) The agency would make the payments to deployed staff in transparent manner through RTGS only.
- j) In case IREDA receives any complaint regarding non-payment of wages by the agency to their staff, IREDA reserves a right to withhold the amount from the bills of the agency and take suitable action including recovery from them.
- k) Bills chargeable to the agency shall be paid after every month of services rendered if found satisfactory and in order. In case of any complaint of non-fulfillment of any obligation under the contract, IREDA reserves the right to deduct the payments due from the agency from monthly bills including services charges.
- l) IREDA shall be at liberty to deduct / appropriate amount from the security deposit or monthly billing such amount as are due and payable by the contractor to IREDA, as may be determined by IREDA.
- m) IREDA shall pay the agreed amount to the agency on monthly basis after completion of the month and submission of a certificate by the authorized official "that the work has been done satisfactorily." In case the work is found unsatisfactory deduction shall be made from the monthly bill & warning shall be issued in writing. In case no further improvement is noticed the work shall terminated and EMD shall be forfeited. The agency shall be debarred from IREDA for future works.
- n) The agency shall be directly responsible for the timely payment of wages, which should not be less than minimum wages prescribed by Govt. of NCT, Delhi as and when revised. Provident Fund, Bonus, ESI or any other benefits applicable under the rules be given to its staff. IREDA shall not entertain any such claim directly of the persons employed by the Agency.
- o) The agency shall submit the copies of the monthly payment registers as well as the deduction made on account of CPF and ESI etc.

40. Space Facility

IREDA shall provide a space for Supervisor and storage of material etc. to the agency during the period of contract. No name plate of agency shall be allowed and nobody will be allowed to stay in the office after office hours / closing late night, other than prior approval of competent authority, if required.

41. Stock and Spares

- a) The agency shall maintain sufficient stock of various items such as dusters, soaps, detergent, tiles/marble cleaner, brasso, odonil, pest control, paper roll, chemical & detergent etc. required for cleaning and also keep required tools for day-to-day repair & maintenance work.
- b) In case the agency fails to supply the required quantity of material, IREDA would purchase the same at the cost of the agency and deduct the same from the monthly bill.

42. Supervision / Inspection

The agency shall authorize a person to supervise the housekeeping and maintenance services, who will daily report to the Head of Deptt./Group in-charge of Administration for the work.

43. Notice of Termination of Contract

- (a) The staff deployed shall cease to exist automatically at the end of the contract date mentioned in the contract agreement without any separate notice.

OR

- (b) The IREDA shall communicate to the empaneled agency about termination of services of the personnel without any prior notice, if IREDA is satisfied on Medical grounds that the housekeeping staff is unfit and is likely for consideration to continue to be unfit for reasons of ill-health for the discharge of his/her duties. Provided always that the decision of the IREDA shall be final and binding on the Agency.

OR

- (c) The IREDA or its officers having proper authority, shall terminate the services, without any prior notice to the agency for its housekeeping staff found to be prima-facie guilty of any in-subordination, intemperance, moral turpitude or other misconduct, participation in strikes/ agitations/ Union/ Association or of any breach or non-performance of any of the provisions of these conditions or if otherwise found unsuitable for the efficient performance of his/her duties.

OR

- (d) The IREDA or its authorized officers shall communicate termination of services by giving one month notice to the agency in writing at any time during the service without any cause assigned.

OR

- (e) On assigning of the contract or any part thereof or any benefit or interest therein or thereunder by the contractor to any third person for sub-letting the whole or a part of the contract to any third person, without any prior written notice to IREDA.

OR

- (f) On Contractor being declared 'Insolvent' by the competent Court of Law without any notice.

During the period of employment performance shall be assessed by the IREDA and the employment can be short terminated based on the performance.

44. Miscellaneous

- a) The selected tenderer/agency/contractor shall not, during the contract period or within the extended contract period, revoke or cancel the tender or alter the tender or any terms/conditions thereof without prior consent for acceptable terms, in writing of IREDA. In case of violation to abide by this, IREDA will be entitled to forfeit the EMD and reject the tender.
- b) IREDA shall have power to suspend the awarded work or any part thereof on account of any default on the part of the contractor/non proper execution of the work/safety & security ground, etc. immediately or by giving one month advance notice.
- c) Precautions shall be exercised at all times by the contractor of the protection of person on duty in at IREDA office work site and IREDA property. The safety required or recommended by all applicable laws, the contractor shall observe codes statues and regulations. In case of any accidents, the contractor shall be responsible for compliance with all the requirements imposed by the Workmen's Compensation Act or any other similar or other applicable laws in force.
- d) Register of manpower/attendance register are to be maintained by the contractor for each and every person deputed on duty at IREDA office work site and the same are to be produced before the authorized official of IREDA as & when asked for.
- e) The contractor shall not employ any person that has not completed 18 years of age and in any case not more than 40 years.
- f) Each attendant engaged by selected agency would be paid as per Minimum wages stipulated by the Delhi Administration under Minimum Wages Act and also be covered under various other Mandatory Acts such as PF, ESI, etc.
- g) Overtime will be regulated as per relevant labour acts and applicable to this contract.
- h) IREDA does not entertain requests for escalation in cost/price on account of any reason during the period of validity of quotation/empanelment excepting revision of Minimum wages as per notification of Delhi Govt.
- i) Agency will use its own machines or make necessary arrangements and IREDA will not provide any equipments / machines etc. for cleaning / repair & maintenance purpose.

- j) Bidder before submitting quotations should clearly understand IREDA's requirement and in case any information/clarification is required, it may visit IREDA office during working days (from 04.01.2018 to 02.02.2018 between 11.00 A.M to 4.00 P.M). It may be noted that no clarification / information after closure of the last date for receipt of quotation would be entertained.
- k) The agency will be responsible for compliance of various legal/statutory formalities under various Acts/Enactment and any liability arising out of the same on provident fund, bonus, ESI, Insurance, EDLI etc. The agency will be fully responsible for complying with the applicable provisions of the contract (Regulation and Abolition Act, 1970 and rules framed there under. The agency will bear the cost of damages or loss caused on account of negligence/for not following the applicable law/rules.
- l) None of the personnel of the agency should take any office material without permission from the Competent Authority, IREDA.
- m) In case of absenteeism of any worker, the agency will have to provide a substitute at its own cost, failing which IREDA will be free to deduct suitable amount for the same.
- n) The staff of the agency would be subject to thorough checking by the Security staff while entering the office premises and also leaving the office premises.
- o) IREDA will be at liberty to find out credentials of the agency from other offices, where the agency has provided/is providing similar services.
- p) TDS and other taxes, if applicable would be deducted from the bills of the agency as per Delhi Govt. laws and other statutory laws in force.
- q) The performance of the agency will also be reviewed on quarterly basis IREDA will have rights to terminate the contract at the end of the quarter, if performance was not found satisfactory.
- r) The agency will assure that its staff shall not at any time divulge or make known any trust , accounts, matters activities or transactions undertaken or handled by IREDA and shall not disclose to any person/agency/authority information relating to the affairs of IREDA.
- s) The authorized official of agency will visit IREDA for meetings, if any scheduled for review of arrangements whenever required.
- t) The tenderers shall closely study all specification/terms & conditions in details, which governs the rates for which they are tendering.

- u) The following minimum materials are proposed to be used for cleaning purpose and to be provided by the Contractor by 2nd of every month to IREDA Corporate & Registered Office:

S. No.	Items	Approx. Quantity for AKB Office	Approx. Quantity for IHC Office
Monthly Requirement			
1.	Cleanzo	40 Litre	10 Litre
2.	Teepol	05 Litre	05 Litre
3.	Dettol Liquid Soap (Big Bottle – 900 ml)	10 Piece	01 Piece
4.	Dettol Hand Sanitizer (small)	08 Piece	05 Piece
5.	Harpic (500 ml)	15 Piece	03 Piece
6.	Harpic Red (500 ml)	05 Piece	01 Piece
7.	Toilet Rolls	500 Piece	20 Piece
8.	Tissue Box (Wintex)	10 Piece	10 Piece
9.	Godrej Air Pocket	10 Piece	02 Piece
10.	Acid	20 Litre	--
11.	Lizol (500 ml)	10 Piece	10 Piece
12.	Air Wick Room Freshener (Big)	10 Piece	05 Piece
13.	Duster White	02 Dozen	02 Dozen
14.	Duster Yellow	02 Dozen	02 Dozen
15.	Naphthalene Balls	02 Kg	500 gms
16.	Glass Cleaner (Colin) (500 ml)	10 Piece	05 Piece
17.	Garbage Bag (Small)	100 Piece	--
18.	Garbage Bag (Big)	100 Piece	--
19.	Hit (Black)	10 Piece	05 Piece
20.	Hit (Red)	10 Piece	05 Piece
21.	C-Fold	05 Packet	03 Packet
22.	Scrub Pad	05 Packet	03 Packet
23.	Fena Powder	03 kg	--
24.	Cotton Floor Duster (Pocha)	02 Dozen	02 Dozen
25.	Vim Liquid (Soap)	05 Piece	04 Piece
26.	Vim Bar (Big)	02 Piece	--
27.	Brasso	02 Piece	01 Piece
Quarterly Requirement			
28.	Dustbin (Big)	08 Piece	02 Piece
29.	Bucket	10 Piece	04 Piece
30.	Dust Pan	06 Piece	03 Piece
31.	Broom – Soft	12 Piece	--
32.	Broom – Hard	12 Piece	04 Piece
33.	Floor Wiper (Big)	12 Piece	04 Piece
34.	Dust Control Set	12 Piece	04 Piece
35.	Toilet Brush	05 Piece	01 Piece
36.	Plastic Mug	12 Piece	04 Piece
37.	Oil Surface Cleaner	04 Piece	04 Piece
One time and after that as and when required			
38.	Airwick Automatic Room Spray Machines and their refills, as and when required	10 Piece	06 Piece
39.	All Out Machine & Refill, as and when required	10 Piece	05 Piece
40.	Any other material required shall also be arranged by the Contractor. The above items may increase or decrease, as per the requirement.		

SECTION – 7 (SUBMISSION OF TENDER)

The tender shall be submitted online in two parts, viz Technical Bid and Financial Bid.

- 1) All the pages of bid documents being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.
- 2) The offers submitted by Fax / E-mail shall not be considered. No correspondence will be entertained in this matter.

Technical Bid:

Bidders are advised to download the following documents as it is from <https://eprocure.gov.in/eprocure/app>

- 1) Tender document
- 2) Techno-Commercial Bid format.docx (Annexure – I)
- 3) Format for Bidder's letter for EMD (Annexure – II)
- 4) Format of Letter of undertaking (Annexure – III)
- 5) Format for acceptance of terms & conditions of tender document (Annexure – IV)
- 6) Format of Integrity Pact (Annexure – V)

Apart from above, bidders are requested to submit signed and scanned copy of all the documentary evidence online, as indicated in the technical bid.

Financial Bid:

The Price Bid format is provided as **Financial Bid_Housekeeping.xls** along with the tender documents at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this **Financial Bid_Housekeeping.xls** as it is and quote their offers / rates in the permitted column and upload the same in the commercial bid.

The service charges to be quoted by the bidders should be strictly in percentage, otherwise, it may be rejected.

Bidder shall not tamper / modify downloaded price bid template in any manner. In case if the same is found to be tampered / modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with IREDA.

SECTION – 8 (CONFIDENTIALITY)

The Bidder treat the details of the documents as secret and confidential. The Successful Bidder shall be required to execute separate Non-Disclosure Agreement (NDA) with IREDA. The format of NDA will be provided by IREDA to the successful bidder.

SECTION – 9 (INTEGRITY PACT)

The Integrity Pact essentially envisages an agreement between the prospective vendors/bidders and the buyer, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract. Only those vendors/bidders, who commit themselves to such a Pact with the buyer, would be considered competent / eligible to participate in the bidding process.

The Bidder(s) has to sign an Integrity pact as provided in the tender document (Annexure-V), in original and should be submitted along with online Technical bid. Following has been appointed as Independent External Monitory (IEM) by IREDA for this tender:

Shri Lalit Kohli
D-8 (First Floor), East of Kailash, New Delhi

We agree to all the general terms & conditions of this tender document.

Signature of the Bidder: _____

Seal & Stamp of the Agency/Bidder: _____

Place: _____

Date: _____



भारतीय अक्षय ऊर्जा विकास संस्था सीमित
भारत सरकार का प्रतिष्ठान
INDIAN RENEWABLE ENERGY DEVELOPMENT AGENCY LTD
(A Government of India Enterprise)

Techno-Commercial Bid for empanelment of Agency for Housekeeping & Maintenance Services and Hospitality Services at IREDA Corporate and Registered Office

S. No.	Particulars	Details
1.	Name of the Agency	M/s.
2.	Name of the Authorized Officials with contact numbers and email	
3.	Address of the Agency	
4.	Telephone Fax Email	
5.	Number of years in similar business	
6.	Whether MSME If yes, kindly indicate whether owned by SC/ST (supported with documentary evidence)	

7.	<p>RTGS Details</p> <ul style="list-style-type: none">• Party name as appears in Bank Account• Account Number• Bank Name• 11 digit IFSC (for remittance through RTGS)• Name of Branch <p>(supported with documentary evidence)</p>	
8.	<p>Registration / Statutory Details</p> <ul style="list-style-type: none">• GST No.• PAN• Agency License Number• Contract Labour Registration No.• Provident Fund Number• ESI Number <p>(supported with documentary evidence)</p>	
9.	<p>Details of Earnest Money Deposit (EMD)</p> <ul style="list-style-type: none">• DD / Pay Order Number• Amount• Date• Bank Name	
10.	<p>Annual Turnover [i.e. total sales]</p> <ul style="list-style-type: none">• 2014-15• 2015-16• 2016-17 <p>(Supported with documentary evidence)</p>	
11.	<p>Year of Incorporation / Establishment of the Company (supported with documentary evidence)</p>	

1. Contracts executed during last three years:

S. No.	Name of the Organization	Approx. value of the Contract executed / running (in Rs.)	Officer concerned in the Organization with Tel. Nos.	Period	
				From	To

(Supported with documentary evidence of letter of award and satisfactory work performance certificate) (Attach extra sheet, if required)

2. Contracts in hand:

S. No.	Name of the Organization	Approx. value of the running Contract (in Rs.)	Officer concerned in the Organization with Tel. Nos.	Period	
				From	To

(Supported with documentary evidence of letter of award and satisfactory work performance certificate) (Attach extra sheet, if required)

14.	Name and Professional Qualification of Proprietor / Partners / Directors, as applicable	
15.	Manpower details in terms of Supervisor and Staff	
16.	Whether your agency /firm/shop has been blacklisted by any Govt. / CPSEs during last 5 years (Yes / No) (undertaking may be provided in the letterhead): If yes, please provide details.	
17.	Whether against agency or / and against any of its Directors, Proprietors, Partnerships has any legal Suit / Criminal case is pending or contemplated. If yes, provide details.	
18.	Whether the Director / Owner / Proprietor / Partner of the firm / agency has any relationship with any of the IREDA employees / any of the Directors of IREDA, if so, details to be provided:	

Date: _____

Signature _____

Place: _____

Name of Authorized official _____

Company Seal _____

**BIDDER'S LETTER FOR EMD
(on tenderer's letterhead)**

The General Manager (HR)
Indian Renewable Energy Development Agency Limited,
3rd Floor, August Kranti Bhawan, Bhikaiji Cama Place,
New Delhi – 110066

**Sub.: Tender No. __/Tender-Housekeeping/2017-18 dated _____for empanelment of
Agency for Housekeeping & Maintenance Services and Hospitality Services at
IREDA Corporate and Registered Office**

Sir,

We have enclosed an EMD in the form of a Demand Draft No. _____ issued by the branch of
the _____ Bank, for the sum of
Rs. _____ (Rupees _____ only). This EMD is as required as per the above referred
tender documents.

Thanking you,

Yours faithfully,

For and on behalf of _____

Name _____

Designation _____

Company Seal _____

Date & Place _____

UNDERTAKING
(to be furnished on Tenderer's letterhead)

I/We _____ (name of the Agency with address) _____ giving an undertaking that our Company / Firm / Agency has never been banned / blacklisted by any Government Department / Ministries / CPSEs / Banks etc. during last 5 years.

Thanking you,

Yours faithfully,

For and on behalf of _____

Name _____

Designation _____

Company Seal _____

Date & Place _____

To be furnished on Tenderer's letterhead

The General Manager (HR)
Indian Renewable Energy Development Agency Limited,
3rd Floor, August Kranti Bhawan, Bhikaji Cama Place,
New Delhi – 110 066.

Sub.: Tender No. ___/ Tender-Housekeeping / 2017-18 dated _____ for empanelment of Agency for Housekeeping & Maintenance Services and Hospitality Services at IREDA Corporate and Registered Office

Dear Sir,

With reference to your Tender reference No. ___/Tender-Housekeeping/2017-18 regarding "Empanelment of Agency for Housekeeping & Maintenance Services and Hospitality Services at IREDA Corporate and Registered Office", we hereby confirm that we have read the provisions of the tender documents and further confirm to accept all the terms and conditions contained in the bid documents and all the information submitted in the tender are true & correct to the best of our knowledge. We are aware that in case of any information is found to be false or hidden knowingly, our EMD will be forfeited.

Thanking you,

Yours faithfully,

For and on behalf of _____

Name _____

Designation _____

Company Seal _____

Date & Place _____

AGREEMENT

(TO BE EXECUTED IN PLAIN PAPER AND APPLICABLE
FOR ALL TENDERS VALUING ABOVE Rs.50.00 lakhs)

No.IREDA/HR-Admn./2017/HK & Maint and Hosp. Services

Date:

To,

The General Manager (HR)
Indian Renewable Energy Development Agency Limited
Corporate Office : August Kranti Bhawan, 3rd Floor,
Bhikaiji Cama Place, New Delhi-66

**Sub: Tender for engagement of Housekeeping& maintenance and Hospitality Services
by IREDA – Integrity Pact req.**

IREDA and the Bidder agree that the Notice Inviting Tender (NIT) is an offer made on the condition that the bidder will sign the Integrity Pact and the Bid would be kept open in its original form without variation or modification for a period of 07 days (state the number of days from the last date for the receipt of tenders stated in the NIT) and the making of the bid shall be regarded as an unconditional and absolute acceptance of this condition of the NIT. The undersigned as an authorized person on behalf of M/s. _____ confirm acceptance and compliance with the Integrity Pact in later and spirit.

We further agree that the contract consisting of the above conditions of NIT as the offer and the submission of Bid as the Acceptance shall be separate and distinct from the contract which will come into existence when bid is finally accepted by IREDA. The consideration for this separate initial agreement preceding the main contract (Annexure-XI) is that IREDA is not agreeable to consider the participate bidder 'Technical & Financial Bid' of the Bidder(s) in case this agreement is not submitted by the bidder along with the online Technical Bid. If Bidder fails to honour the agreed terms and conditions, IREDA shall have unqualified, absolute and unfettered right to cancel the bid as 'unresponsive' during bidding process and encash / forfeit the bid security submitted in this behalf.

Signature of authorized signatory
(For & on behalf of BIDDER)

Signature of authorized Official
(For & on behalf of (IREDA)



INTEGRITY PACT

Between

Indian Renewable Energy Development Agency Limited

having its Registered Office at Core-4A, East Court, 1st Floor, India Habitat Centre, Lodhi Road, New Delhi – 110003 and its Corporate Office at 3rd Floor, August Kranti Bhawan, Bhikaji Cama Place, New Delhi – 110066.

hereinafter referred to as

“IREDA”

and

[Insert the name of the Sole Bidder / Lead Partner of Joint Venture]

Having its Registered Office at _____
[Insert full Address]

hereinafter referred to as

“The Bidder / Contractor”

Preamble

IREDA intends to award, under laid-down organizational procedures, contract(s) for

[Insert the name of the package]

(Signature) _____
(For & on behalf of IREDA)

(Signature) _____
(For & on behalf of Bidder / Partner(s) of
Joint Venture / Contractor)

Package and
Specification Number _____ IREDA values full

[Insert Specification Number of the package]

compliance with all relevant laws and regulations and the principles of economical use of resources, and of fairness and transparency in its relations with its Bidders / Contractors.

In order to achieve these goals, IREDA and the above named Bidder / Contractor enter into this agreement called 'Integrity Pact' which will form a part of the bid.

It is hereby agreed by and between the parties as under:-

Section I – Commitments of IREDA

(1) IREDA commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- a) No employee of IREDA, personally or through family members, will in connection with the tender, or the execution of the contract, demand, take a promise for or accept, for him / herself or third person, any material or other benefit which he / she is not legally entitled to.
- b) IREDA will, during the tender process treat all Bidder(s) with equity and fairness. IREDA will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process of the contract execution.
- c) IREDA will exclude from evaluation of Bids its such employee(s) who has any personal interest in the Companies / Agencies participating in the Bidding / Tendering process.

(2) If Chairman and Managing Director obtains information on the conduct of any employee of IREDA which is a criminal offence under the relevant Anti-Corruption Laws of India, or if there be a substantive suspicion in this regard, he will inform its Chief Vigilance Officer and in addition can initiate disciplinary actions under its Rules.

Section-II – Commitments of the Bidder / Contractor

(1) The Bidder / Contractor commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his

(Signature) _____
(For & on behalf of IREDA)

(Signature) _____
(For & on behalf of Bidder / Partner(s) of
Joint Venture / Contractor)

participation in the tender process and during the contract execution:

- a) The Bidder / contractor will not, directly or through any other person or firm, offer, promise or give to IREDA, or to any of IREDA's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange an advantage during the tender process or the execution of the contract.
- b) The Bidder / Contractor will not enter into any illegal agreement or understanding, whether formal or informal with other Bidders / Contractors. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c) The Bidder / contractor will not commit any criminal offence under the relevant Anti-Corruption Laws of India; further, the Bidder / Contractor will not use for illegitimate purposes or for purposes of restrictive competition or personal gain, or pass on to others, any information provided by IREDA as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d) The Bidder / Contractor of foreign origin shall disclose the name and address of Agents / representatives in India, if any, involved directly or indirectly in the Bidding. Similarly, the Bidder / Contractor of Indian Nationality shall furnish the name and address of the foreign principals, if any, involved directly or indirectly in the Bidding.
- e) The Bidder / Contractor will, when presenting his bid, disclose any and all payments he has made, or committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract and / or with the execution of the contract.
- f) The Bidder / Contractor will not misrepresent facts or furnish false / forged documents / information in order to influence the bidding process or the execution of the contract to the detriment of IREDA.
- g) A person signing IP shall not approach the Courts while representing the matters to IEM and he / she will wait their decision in the matter.

(Signature) _____
(For & on behalf of IREDA)

(Signature) _____
(For & on behalf of Bidder / Partner(s) of
Joint Venture / Contractor)

h) In case of sub-contracting, the Principal contractor shall take the responsibility of the adoption of IP by the sub-contractor.

(2) The Bidder / Contractor will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section-III – Disqualification from tender process and exclusion from future contracts

(1) If the Bidder, before contract award, has committed a serious transgression through a violation of Section II or in any other form such as to put his reliability or credibility as Bidder into question, IREDA may disqualify the Bidder from the tender process or terminate the contract, if already signed, for such reason.

(2) If the Bidder / Contractor has committed a serious transgression through a violation of Section II such as to put his reliability or credibility into question, IREDA may after following due procedures also exclude the Bidder / Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the circumstances of the case, in particular the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder / Contractor and the amount of the damage. The exclusion will be imposed for a minimum of 12 months and maximum of 3 years.

(3) If the Bidder / Contractor can prove that he has restored / recouped the damage caused by him and has installed a suitable corruption prevention system, IREDA may revoke the exclusion prematurely.

(4) If the Bidder / Contractor has entered into any undisclosed agreement or understanding with other bidder / consultant with respect to prices, specifications, certificates, subsidiary contracts, etc.

Section-IV – Liability for violation of Integrity Pact

(1) If IREDA has disqualified the Bidder from the Tender process prior to the award under Section III, IREDA may forfeit the Bid Guarantee under the Bid.

(2) If IREDA has terminated the contract under Section III, IREDA may forfeit the Contract Performance Guarantee of this contract besides resorting to other remedies under the Contract.

(Signature) _____
(For & on behalf of IREDA)

(Signature) _____
(For & on behalf of Bidder / Partner(s) of
Joint Venture / Contractor)

Section-V – Previous Transgression

- (1) The Bidder shall declare in his Bid that no previous transgressions occurred in the last 3 years with any other Public Sector Undertaking or Government Department that could justify his exclusion from the tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

Section-VI – Equal treatment to all Bidders / Contractors

- (1) IREDA will enter into agreements with identical conditions as this one with all Bidders.
- (2) IREDA will disqualify from the tender process any bidder who does not sign this Pact or violate its provisions.

Section-VII – Punitive Action against violating Bidders / Contractors

If IREDA obtains knowledge of conduct of a Bidder or a Contractor or his subcontractor or of an employee or a representative or an associate of a Bidder or Contractor or his Subcontractor which constitutes corruption, or if IREDA has substantive suspicion in this regard, IREDA will inform the Chief Vigilance Officer (CVO).

(*Section-VIII – Independent External Monitor/ Monitors

- (1) IREDA has appointed an Independent External Monitor (IEM) for this Pact with the concurrence of Central Vigilance Commission (CVC), Government of India. The IEM so appointed has been indicated in the NIT / IFB.
- (2) The IEM is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement. He has right of access to all Project documentation. The IEM may examine any complaint received by him and submit a report to Chairman & Managing Director, IREDA at the earliest. He may also submit a report directly to the CVO and the CVC, in case of suspicion of serious irregularities requiring legal / administrative action. IEM is expected to tender their advice on the complaint within 10 days as far as possible.”
- (3) The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chairman & Managing Director, IREDA.

(Signature) _____
(For & on behalf of IREDA)

(Signature) _____
(For & on behalf of Bidder / Partner(s) of
Joint Venture / Contractor)

- (4) The Bidder(s) / Contractor(s) accepts that the IEM has the right to access without restriction to all documentation of IREDA related to this contact including that provided by the Contractor / Bidder. The Bidder / Contractor will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his documentation. The same is applicable to Subcontractors. The IEM is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) / Subcontractor(s) with confidentiality.
- (5) IREDA will provide to the IEM information as sought by him which could have an impact on the contractual relations between IREDA and the Bidder / Contractor related to this Contract.
- (6) As soon as the IEM notices, or believes to notice, a violation of this agreement, he will so inform the Chairman & Managing Director, IREDA and request the Chairman & Managing Director, IREDA to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit non-binding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. However, the IEM shall give an opportunity to IREDA and the Bidder / Contractor, as deemed fit, to present its case before making its recommendations to IREDA.
- (7) The IEM will submit a written report to the Chairman & Managing Director, IREDA within 8 to 10 weeks from the date of reference or intimation to him by IREDA and, should the occasion arise, submit proposals for correcting problematic situations.
- (8) The recommendations of IEM would be in the nature of advice and would not be legally binding.
- (9) Periodic Vendors meet, as a familiarisation and confidence building measures, would be desirable.
- (10) IEM should examine the process integrity, they are not expected to concern themselves with fixing of responsibility of officers. Complaints alleging malafide on the part of any officer of the organization should be looked into by CVO, IREDA.
- (11) IEM shall sign non-disclosure agreements with IREDA. He would also be required to sign a declaration of absence of conflict of interest.

(Signature) _____
(For & on behalf of IREDA)

(Signature) _____
(For & on behalf of Bidder / Partner(s) of
Joint Venture / Contractor)

(12) In case of taking other assignment by IEM, he shall submit a declaration that his additional assignment does not involve any conflict of interest with existing assignment.

(13) The word '**IEM**' would include both singular and plural.

() This section shall be application for only those packages wherein the IEMs have been identified in Section-I: Invitation for Bids and / or Clause ITB 9.3 in Section -III: Bid Data Sheets of Conditions of Contract, Volume-I of the Bidding Documents.*

Section-IX –Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor after the closure of the contract and for all other Bidders six month after the contract has been awarded.

Section-X – Other Provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the establishment of IREDA. The Arbitration clause provided in the main tender document / contract shall not be applicable for any issue / dispute arising under Integrity Pact.
- (2) Changes and supplements as well as termination notices need to be made in writing.
- (3) If the Contractor is a Partnership Firm or a Consortium or Joint Venture, this agreement must be signed by all partners, consortium members and Joint Venture partners.
- (4) Nothing in this agreement shall affect the rights of the parties available under the General Conditions of Contract (GCC) and Special Conditions of Contract (SCC).
- (5) The IP covers all phases of the contract, i.e., from the stage of Notice Inviting Tender (NIT) / pre-bid stage till the conclusion of the contract, i.e., the final payment or the duration of warranty / guarantee.
- (6) Views expressed or suggestions / submissions made by the parties and recommendations of the CVO/IEM# in respect of the violation of this agreement, shall not be relied on or introduced as evidence in the arbitral or judicial proceedings (arising out of the arbitral proceedings) by the parties in connection with the disputes / differences arising out of the subject contract.

CVO shall be applicable for packages wherein IEM are not identified in Section IFB / BDS for Condition of Contract, Volume-I. IEM shall be applicable for packages wherein IEM are identified in Section IFB/BDS of Condition of Contract, Volume-I.

(Signature) _____
(For & on behalf of IREDA)

(Signature) _____
(For & on behalf of Bidder / Partner(s) of
Joint Venture / Contractor)

(7) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(Signature) _____
(For & on behalf of IREDA)

(Signature) _____
**(For & on behalf of Bidder / Partner(s)
of Joint Venture / Contractor)**

(Office Seal)

(Office Seal)

Name: _____

Name: _____

Designation: _____

Designation: _____

Witness1: _____

Witness 1: _____

(Name & Address) _____

(Name & Address) _____

Witness 2: _____

Witness 2: _____

(Name & Address) _____

(Name & Address) _____

CHECKLIST

(documents to be attached with online Technical Bid)

S. No.	Description of document required	Description / details of document attached by indicating Page numbers	Whether attached (Yes / No)
1.	DD / Banker's Cheque towards tender fee of Rs.2,000		
2.	DD / Banker's Cheque as EMD for the tender		
3.	Copy of Registration Certificate of the Firm/Company indicating the number of years in the business		
4.	Registration with Contract Labour (Regulation and Abolition Act)		
5.	Registration with EPF		
6.	Registration with ESI		
7.	Registration with PAN		
8.	Registration with GST		
9.	Registration with MSME / NSIC / Startups		
10.	Certification of ISO 9001: 2008 / 9001: 2015		

4	Copy of Registration Certificate of the Firm/Company (Certificate issued by the Competent authority for Company Registration, incorporation, commencement of business etc)		
9	Copy of ISO/MSME certification		
10	Authorization Letter from the bidder's firm issued by the Competent Authority (as per Annexure- VI of the bid document)		
11	Audited Balance sheets/annual statement of accounts/other relevant IREDA records for the past 3 FYs (FY 2014-15 to FY 2016-17)		
12	Undertaking (as per Annexure-VII of the bid document) along with acceptance of General Terms and Conditions & Special Terms and Conditions of the bid document as strictly as per Annexure –I & II of the bid document (Annexure –I & II of the bid document is to be taken printout and is to be duly signed by the authorised signatory and to be submitted along the bid)		

13.	Details of bidder for having registered & license holder under: (a) Contract Labour (Regulation and abolition Act) ; (b.) Employee State Insurance Corporation ;(c.) Employees Provident Fund Organization; (d) Income Tax (copy of the relevant documents duly signed by authorized signatory is to be enclosed)		
14.	Undertaking for Non-black-listing during the last three years.		
15.	Proof for having offices in two or three metropolitan cities		
16.	Undertaking that upto date returns have been filed and the bidder has no dues towards Service Tax Department.		
17.	Integrity Pact Agreement (Annexure-X)		
	Bidder should be a Proprietorship or Partnership firm/agency/ company/cooperative registered with appropriate authority. Joint venture not permitted. A proof of registration certificate issued by Competent Authority for supporting the legal validity of the bidder shall be submitted.		

Note : The bidder shall ensure submission of online Technical bid along with all the required documents duly signed by the Authorized signatory of the bidder as per the requirement and as per the Check-list enclosed herein. (The check list also to be attached)

(Authorized signatory) Name
of the Bidder: