

No.10-02/2014-FIU (Admn)
Government of India
Ministry of Finance
Department of Revenue
Financial Intelligence Unit – India

Dated 11th March 2014

Subject: Hiring of Housekeeping Agency for the office of FIU-IND on 6th & 5th Floor, Hotel Samrat, Chankya Puri New Delhi.

1. Financial Intelligence Unit-India (FIU-IND), Ministry of Finance, having **11,495 sq. ft** office space on the 5th & 6th Floor of Hotel Samrat, Chankya Puri, New Delhi desires to hire an agency for housekeeping services. **Bidder may quote the rates as per square feet basis.** Accordingly quotations in two parts are invited from the Housekeeping agencies fulfilling following conditions:

- i) The Agency should be in existence for at least 3 years and should be based in Delhi.
- ii) The Agency should be providing housekeeping services to at least 3 organizations.
- iii) The Agency should be employing at least 20 employees.

Before applying for the said tenders, the firms are requested to have on-spot verification of the said building in order to get a correct overview.

2. The details of obligations of prospective contractor, manpower required and tasks to be performed are as follows:

(A) The Contractor shall provide 05 (Five) unskilled and one 01 (One) Semiskilled labourers from 8.00 AM to 6.00 PM for attending to the following job on all working days.

- i) Daily removal of garbage
- ii) Cleaning/dusting of the rooms/cabins/reception etc.
- iii) Vacuum cleaning of sofa set, carpets, chairs.
- iv) Cleaning of all floors, toilets, Pantry and common areas including stair cases.
- v) Cleaning/dusting of all office furniture.
- vi) Cleaning of all window glasses.
- vii) Removing of cobwebs.
- viii) Cleaning of office equipments viz. computer, photocopier, fax machine etc.

Further details of above mentioned jobs are given in Annexure-1.

3. Details of required cleaning materials for Housekeeping job are given in Annexure 2.

4. The other terms and conditions are as follows:

i) The cleaning work shall be completed by 9.00 AM daily. Thereafter, the staff will be available in office till 6 PM to carry out hourly cleaning of toilets, pantry, common areas and other related works

ii) Contractor shall provide/use best quality cleaning materials.

iii) The Contractor shall be responsible for any act of omission or commission on the part of his workers and he will certify for their good character. Any damage done to the existing office machines/furniture by the workers shall be got rectified by the contractor.

iv) All the wages, to be paid to the workers, shall be according to the Delhi Government norms/Labour Laws and any deviation from these norms will debar the firm from getting the said contract. The contractor will be responsible for meeting all statutory and legal obligations towards the persons engaged for housekeeping job.

v) If any deterioration in the quality of work carried out by the contractor is noticed and also if the work is not completed within the stipulated time for the day, a penalty of Rs. 100/- per day can be levied.

vi) It shall be responsibility of the contractors to collect all the sweeping and transport the same to the nearest NDMC dustbin. Nothing extra shall be paid on this account to the contractor.

vii) The contractor shall be responsible for the good conduct of his workers.

vii) Under no circumstances the contractor shall appoint any subcontract-or or otherwise the contract shall be liable to be terminated.

ix) For successful implementation of the contract, staff deputed by the contractor shall be under the directions and control of the authorized representative of the Department.

x) The work shall be carried out as per this Department's standards/specifications.

xi) The standard of cleanliness of all articles and office machines will be to the satisfaction of the authorized representative of this Department whose decision in this regard shall be final and binding on the contractor. In case of any default, this Department may get the improvement done at the cost of contractor.

xii) The contractor shall be responsible for the safety of his material.

xiii) The contractor shall supply sufficient sets of uniform to each worker who should wear the uniform at site of work.

xiv) Where the work of sending the garbage to nearest Dustbin is to be done in restricted area i.e. where movements of vehicles, routes etc are restricted, the contractor shall apply for passes well in time for carrying the work. Nothing extra shall be payable for any delay/loss due to security restriction etc. The Department will not entertain any claim on this account.

xv) All the cleaning material to execute the job shall be arranged by the contractor.

5. Interested Housekeeping contractor, willing to take up this contract, are requested to submit their quotations in two parts in sealed envelopes- technical bid and financial bid by 1100 hrs on 9th April 2014. The quotations received after due date and time will not be considered. The quotations shall be opened on the same day at 1500 hrs by a committee of officers of FIU-IND. Director (FIU-IND) reserves the right to accept/reject any quotations without assigning any reasons.

Part-1 Technical Bid:

- i) Date since when the firm is in existence.
- ii) PAN/TAN number of the firm.
- iii) Service Tax number of the Firm.
- iv) EPF & ESI number of the Firm.
- iv) Number of employees.

vi) Names of organizations to whom housekeeping service is provided.

Part-2 Financial Bid:

Amount chargeable per month, for providing services as given in format at Annexure 3.

**Obligation on the House Keeping Agency for upkeep of office of FIU-IND, 6th
Floor. Hotel Samrat**

(1) Cleanliness & Sanitation

(A) Floors, Carpets etc.

Daily Maintenance

- (i) Sweeping of hard floors inside and the surrounding area outside the building.
- (ii) Damp moping of hard floors with disinfection cleaner inside and the surrounding area outside the building.
- (iii) Moping of hard floors at the interval of one hour.
- (iv) Depletion of waste paper/refuse to the nearest garbage point.

Weekly Maintenance

- (i) Floor Polish
- (ii) Vacuum cleaning of carpets
- (iii) Spraying on carpet-dehumidifiers and deodorant
- (iv) Dirt extraction & spraying of post repellent
- (v) Vacuum cleaning/floor polishing of floor
- (vi) Window panes cleaning and cleaning of AC Units, computers etc.
- (vii) Full cleaning of roof area attached to the office

(A) Furniture

Daily maintenance

Dusting and moping of tables, chairs, side tables, racks etc.

Weekly Maintenance

- (i) Vacuum cleaning of table crevices, upholstery of chairs and other connected furniture.
- (ii) Sofa Cleaning, Vacuuming, satin removal
- (iii) Vacuuming cleaning of curtains, Venetian blinds

(B) Walls, Window and doors

Daily Services

- (i) Spotless neat cleaning of all glass floors and windows from inside. All entrance doors to be cleaned on both sides. Reception doors to be cleaned every two hours neatly.
- (ii) Removal of cobwebs.

Weekly Service

- (i) Vacuum cleaning of walls, window and ceiling inside
- (ii) Cleaning of crevices
- (iii) Cleaning of walls and windows from outside

(D)Toilet & WC

Hourly Service

- (i) Cleaning and drying of toilets and wash rooms.
- (ii) Disinfection of toilets
- (iii) Detergent cleaning of washbasins and other attachments.

Daily Service

Changing of soaps and liquid soaps, toilet rolls and toilet freshners

Weekly Service

Disinfecting and scrubbing of toilet and wash rooms

(E)Office Equipment

Daily Services

- (i) Dusting of PCs, Fax Machine, Photocopier etc
- (ii) Dusting of Telephones

Weekly Services

- (i) Chemical cleaning of phones, fax machine, PCs and Keyboards
- (ii) Dusting and Vacuum cleaning of computer equipment
- (iii) Cleaning of AC cabinets and filters
- (iv) Cleaning of Chrome and brass fixtures

(Note: The daily services are to be provided five days a week. The weekly services are to be provided on Sundays)

List of Material for Housekeeping

Sl. No	Cleaning Materials & Tools For Housekeeping
1.	Harpic
2.	Dettol Hand Wash
3.	Phenyl
4.	Vim Bar Soap
5.	Scotch Brite
6.	C. Fold Napkin
7.	Plate Napkin
8.	Toilet Roll
9.	Odonil
10.	Urinal Cubes
11.	Dettol Soap
12.	Lizol
13.	Cleaning Bang
14.	Room Freshener
15.	White Duster
16.	Large Yellow Duster
17.	Mop
18.	Hit Black & Red Spray
19.	Colin
20.	Dry Mop
21.	Brasso Polish
22.	Garbage Bucket
23.	Vacuum Cleaner
24.	Broom soft & Hard
25.	Surf
26.	Wiper
27.	Bucket small
28.	Naphthalene Balls
29.	Dustbin
30.	Gloves
31.	Toilet Brush
32.	Pressure Pump
33.	Acid
34.	Mosquito Bat

- a) Above list of Cleaning consumables and tools for housekeeping is indicative. Contractor, however, has to ensure proper cleaning matching with desired standard of cleanliness.

Annexure 3

**Financial Bid for supply of manpower for Housekeeping job in
Department of Revenue.(Rates in Rupees per month)**

1.	Rate per square feet (It should be calculated)	
2.	Service Charges	
3.	Service Tax	
4.	P.F.	
5.	E.S.I.	
6.	Price of cleaning material	
7.	others	
	Total	
8.	Uniform charges including shoes, to be paid once a year in the month of May.	