

Date: 15/04/2019

Ref No.: SCOPE MINAR/M.M.O./19-20/010

NOTICE INVITING TENDER

Online e-tenders are invited by Dy. General Manager (Engg.), SCOPE on behalf of Constituents of SCOPE MINAR, Laxmi Nagar Delhi- 110092 for the following work:

- 1.1 **Name of the work: "A.M.C. of Mechanized Housekeeping Including Disposal Of Garbage & Facade Cleaning Services At SCOPE Minar, Laxmi Nagar, Delhi - 110092".**
- 1.2 Estimated Cost : Rs 1,56,70,887.00 (Inclusive of GST@ 18%) Per Annum
- 1.3 Earnest Money : Rs. 3,14,000.00
- 1.4 Tender Processing fee : Rs. 7670.00
- 1.5 Duration of Contract : Two Years from the date of issue of LOI
- 1.6 Cost of Tender : Rs. 1120.00
- 1.7 Commencement of downloading E-Bid : 16/04/2019 from 10.00 AM
- 1.8 Last date of downloading of E-Bid : 30/04/2019 Up to 10.00 AM
- 1.9 Last date of submission of E-bid : 30/04/2019 Up to 03:00 PM
- 1.10 Last date of submission of hard copy : 30/04/2019 Up to 03.00 PM
of EMD and tender cost
- 1.12 Tender opening date & time (Technical) : 30/04/2019 at 03.30 PM
- 1.13 Tender Opening date & time (Financial) : To be intimated later
02. Bidders have to download the Bid documents from the e-procurement portal i.e. www.tenderwizard.com/SCOPE after registering themselves on portal and submit e-bids after payment of tender processing fee & cost of tender document before last date & at time of downloading the e-bids online. Bidder can also view the NIT, scope of work on www.scopeonline.in. For E-Tendering support 8800991840, 8800991868.
03. **Bids shall be submitted through e-bidding mode only. No other mode of bid submission shall be accepted.**
04. Tender document shall be accepted only from the specialized contractors working with CPWD/ PWD/ MES/ Railway/ PSUs/ Autonomous Bodies/ SCOPE who fulfil following pre-qualification criteria & showing their original documents in this regard.
- 4.1 Proof of having successfully completed similar works during the last 05 years ending last day of the month previous to the one in which applications are invited:

Three similar completed works, each costing not less than the amount equal to 40% of estimated cost put to tender.

OR

Two similar completed works, each costing not less than the amount equal to 60% of the estimated cost put to tender.

OR

One similar completed works of aggregate cost not less than the amount equal to 80% of the estimated cost.

Similar work shall mean carrying out the Mechanized Housekeeping services in multi-storey large office complexes.

- 4.2 The contractor/agencies should have at least 05 Years of experience (immediately preceding the current financial year) in successfully maintaining large office complexes/ hospitals / hotels having employees /persons including visitors, not less than 3000 in that premises. Proper documentary proof in this regard needs to be submitted.
- 4.3 The tenderer must be registered under E.S.I., P.F., G.S.T. & Income Tax act and PAN No. copies of registration papers along with details need to be furnished latest E.S.I. & P.F. deposit with challan authority is also needed.
- 4.4 **Proof of registration with PF should be submitted as documentary proof. The agency should also have the proof of submission of PF contribution of at least 100 employees in each last 03 months and should furnish the copies of receipt of disbursed liability of PF for the same.**
- 4.5 **Proof of registration with E.S.I. should be submitted as documentary proof. The agency should also have the proof of submission of ESI contribution of at least 100 employees in each last 03 months and should furnish the copies of receipt of disbursed liability of E.S.I for the same.**
- 4.6 Photocopy of above receipts issued by appropriate authority in favour of tenderer to be attached duly attested by gazetted officer.
- 4.7 History and Structure of firm, name of directors/partners/proprietors with technical staff.
- 4.8 **Average annual financial turn over should be at least 04 Crore during the immediate last 03 consecutive financial year.**
- 4.9 Balance sheet for previous three years with I.T.R.
- 4.10 **Should have bank solvency certificate not less than 50 Lakh not earlier of 01 year.**
- 4.11 Should furnish undertaking stating that firm of tenderer is not blacklisted.
- 4.12 list of machinery, tools, plants and equipment to be furnished.
- 4.13 **Should have CONTRACTUAL LABOUR LICENCE issued from ministry of labour and employment and having the same continuously for past 03 years.**
- 4.14 Copies of similar works executed / in hand for multi-storied office building & industry during last three years along with work order & clients performance certificate.

- 4.15 **Hard copy of form of tender duly signed and stamped must be submitted along with tender cost and E.M.D.**
- 05 The tender shall be submitted thorough portal only i.e. www.tenderwizard.com/SCOPE
- 06 Tenderers are invited to submit their offers strictly based on the terms & conditions and specifications given in the tender document and instruction to bidder.
- 07 Forms of tender should be duly signed & stamped must be submitted during submitting of tender through e-portal.
- 08 Cost of tender documents and Earnest money mentioned above should be paid by crossed Demand Draft/Pay orders from any nationalized /Schedule Bank in favour of "M.M.O. SCOPE Minar". Tenders without Cost of tender documents and Earnest Money Deposit will be summarily rejected and the representative of such tenderers will not be allowed to attend tender opening.
- 09 Pre-bid Conference shall be held at 03:00 PM on 26/04/2019 if required.
- 10 SCOPE reserves the right to reject any or all tenders without assigning any reasons.

Dy. General Manager (Engg.)

SCOPE OF WORK

The scope of work shall include the Comprehensive Annual Maintenance Contract for Housekeeping Services at SCOPE Minar, Laxmi Nagar, Delhi 110092, which includes the cleaning, mopping of floors etc., cleaning of façade glass curtain wall of the building, cleaning of mushroom glass curtain wall of mushroom area, collection of garbage from various floors and to be placed in garbage collection centre in the outer parking of SCOPE Minar and thereby disposing it to nearest sanitary landfilling station. The Scope of work shall, inter alia, include the following:-

A SCOPE OF WORK FOR HOUSEKEEPING SERVICES

01. The AMC shall include housekeeping, cleaning, mopping of floors etc. of the entire common areas of SCOPE Minar for effective cleaning, hygienic conditions at SCOPE Minar. The areas broadly cover the following:

- 1.1 Raft level including Pump House
- 1.2 Upper and lower basements
- 1.3 Ground floor including peripheral walkway, Reception Counters, Meeting Hall, Convention Hall, VIP Lounge, Board Room, Banquet Hall, APSE Academy, Fire Control Room, complaint Cell, Maintenance Offices, AC Plant Rooms, Substation, Portico, the Parking lot outside the premises etc.
- 1.4 Common areas of Tower Blocks including all Terraces, Podium, Lift Lobbies.
- 1.5 Mezzanine Floors including, banquet hall, Building Automation System Room.
- 1.6 All Staircases including Fire staircases.
- 1.7 All Common Toilets.
- 1.8 All Passage Areas.
- 1.9 Electrical Rooms.

02 MAJOR JOBS TO BE EXECUTED:

- 2.1 All china-ware like stall urinals, washbasins, WC's, cisterns etc. shall be cleaned with acid and washed with water. The china-ware shall be kept sparkling clean without any stain, brown mark etc.
- 2.2 Brass items including nameplates shall be cleaned with dry cloth and stains removed by scrapping (if required) before polishing. Brasso shall be applied and rubbed and polished till surface shines and the spots are removed
- 2.3 Chromium plated fittings, taps etc. shall be cleaned with gel cleaning fluid and should be kept sparkling clean without any deposits.
- 2.4 Floors, walls & Columns stains in all areas/ toilets in the building shall be removed by cleaning with plain water, then with soap water solution and rubbed with mechanical scrubbers using teapol, phenyl, detergent etc. After sufficient scrubbing, the floor shall be washed with plain water and dried with mops. After cleaning there will be no bad odour in the toilets
- 2.5 All windows panes, glass partitions, knobs, looking glasses etc. shall be cleaned with cleaning fluid and kept free from stains and spots

- 2.6 Sofas, carpets etc. in meeting halls, reception hall & M.M.O. office will be kept clean at all times by soft brushing and vacuum cleaning.
- 2.7 Venetian blinds shall be cleaned with feather brushes
- 2.8 False ceiling/roof and walls etc. to be dusted with a broomstick or vacuum cleaner. Any damage caused shall be recovered from the bill of the contractor.
- 2.9 At least five naphthalene balls and one urinal cube in each stall urinal and three naphthalene balls in each washbasin shall exist at all times and replenished as and when required.

03 JOB FREQUENCY:

JOBS TO BE CARRIED OUT DAILY

- 3.1 Cleaning and keeping dry toilets odour free. Also, providing naphthalene balls, air freshener, toilet paper rolls, liquid soap, air freshener's materials etc. in the toilets.
- 3.2 Cleaning and mopping up office areas (except offices occupied by constituents), Reception Area, Portico, Fire Control room, Telecom room, Building Automation System room, Lift lobbies, Reception Counters, Meeting Hall, Convention Hall, VIP Lounge, Board Room, Banquet Hall, APSE Academy etc.
- 3.3 Sweeping, dusting, cleaning of substation, AC plants of North and South tower, basements (upper and lower) including pump room, raft staircase, lifts, peripheral walkway, the parking lot outside the premises etc.
- 3.4 Cleaning and removal of stains of all glass panes of doors/windows, partitions, with cleaning liquid. The glass curtain walls from only inside the toilets shall also be cleaned.
- 3.5 Cleaning of doors, wooden furniture etc. with a soft brush.
- 3.6 Spraying air freshener as directed by the Engineer-In-Charge
- 3.7 Collection and disposal of the garbage/waste from all areas to the nearest garbage disposal area including segregating bio-degradable and non-bio-degradable waste. Carrying of garbage shall be done by trolleys without any spillage. Government guidelines / Act shall be followed in this regard.

JOBS TO BE CARRIED OUT WEEKLY

- 3.8 Polishing of all brass/silver items with brasso / liquid.
- 3.9 Vacuum cleaning of the carpeted areas.

- 3.10 Cleaning of all sanitary wares with acid without damaging them and their shine.
- 3.11 Rusting of ceiling / false ceiling, walls etc. of common area with soft broom and cloth, including removal of cobwebs, honeybee hives etc.
- 3.12 All stains from the reception area to be removed.
- 3.13 Cleaning and sweeping of Terrace areas of the 01st floor, 03rd floor, and North & South Tower.
- 3.14 Cleaning of sandstone footpaths/ pavements and the inner side of the outside boundary walls of outer parking is to be carried out.
- 3.15 Pressure washing of all the peripheral walkway, portico area.

JOBS TO BE CARRIED OUT MONTHLY

- 3.16 All floors in common areas under the scope of work including staircases; walkways etc. are to be cleaned with floor scrubbing machine with soap/detergent and water.
- 3.17 Certain areas in various floors of SCOPE Minar have not been occupied at present by the constituents. These areas shall be cleaned once in a month which will include general cleaning, removal of cobwebs, disinfestations.
- 3.18 **Supply of Equipment:** The contractor shall arrange at his expenses all necessary tools/ tackles/equipment required for performing the work which should, inter alia, include the machines as detailed at **Annexure - A** and all other equipment and tools i.e. soft brooms, hard brooms, dustpans, Kitchen Cleaner Duster, Ultra Absorbent Floor Cleaning Duster, Home Toilet Brush, Hard Coconut Broom With Bamboo Handle, Long Stick Wiper, Yellow Ultra Soft Duster, Scrub Pad, Plastic Bucket, mops, Plastic Mugs, Plastic Net Scrubber, drums with closed lids, Rubber Blades, Ropes, Buckets, Safety Belts, Helmets, telescopic & ordinary ladders of sufficient length.
- 3.19 The Contractor will be required to maintain the following documents:
 - i. Logbook(s) of daily housekeeping
 - ii. Complaint register (s) / files
 - iii. Consumables consumption Register / Reports
 - iv. Attendance sheets
- 3.20 Formats for above reports shall be finalized in consultation with the Engineer- In-charge. Log books shall be got signed by the Engineer-in-charge every day.
- 3.21 **Working Hours:** Working hours for housekeeping shall be 07:00 AM to 04.30 PM with a one-hour lunch break. Engineer In-Charge may implement the shift system for proper services (if required). Contractor shall follow all the instructions in this regard. No overtime shall be paid to the contractor.

10. AREAS TO BE CLEANED:

(A)	GROUND FLOOR (IN SIDE)	
01	Reception area	2100 m ²
	Reception counters	27 Nos.
	Stainless Steel Three Seater Waiting Reception Chair	14 nos.
	Stainless Steel Two Seater Waiting Reception Chair	06 nos.
	Planters	24 nos.
02	M.M.O. office + Verandah	206 m ²
03	Fire Control room + Verandah	206 m ²
04	Porch/Portico area	600 m ²
05	Meeting Hall	122 m ²
	Chairs	58 nos.
	Tables	01 Nos. (For 33 Seats)
06	VIP Lounge (Waiting hall)	82.61 m ²
	Sofa sets (5 seater)	02 nos.
	Sofa sets (3 seater)	02 nos.
	Sofa sets (1 seater)	06 nos.
	Center Tables (Large)	05 nos.
	Center Tables (Small)	04 nos.
07	Board Room	73.46 m ²
	Chairs	51 nos.
	Tables	01 Nos. (For 30 Seats)
	Center Tables (Small)	02 nos.
	Small Closet	01 nos.
08	Academy of Public Sector Enterprises	371.61 m ²
	Chairs	115 nos.
	Tables	08 nos.
	Entry Reception Counter	01 nos.
	Sofa	01 nos.
09	Conference Hall	552 m ²
	Chairs	345 nos.
	Counter	01 no.
	Planter	03 nos.
10	Banquet Hall	
	Center Tables (Large, Round)	04 nos.
	Rectangular Tables	17 nos.
	Chairs	50 nos.
11	Passage area between Conference hall and Meeting Hall	112 m ²

(B)	GROUND FLOOR (OUT SIDE)		
01	Walk way (outer periphery)-		1650 m ²
02	Planters		(Around of building)
03	Parking area/land escaping area-		4000 m ²
04	Ramps (way to basements)		06 nos.
05	Fly over stair cases		03 nos. – 1273 m ²
06	Substation / DG room		376 m ²
07	A/C plants – 02 nos.(North & South)		456 m ²
(C)	UPPER LANDING		
01	Passes area between core 3 & 4		366 m ²
02	Stairs		74 m ²
03	BAS room / Meeting hall		162 m ²
04	M.M.O. office		140 m ²
05	Extra for core 1 & 2 (passes)		37.50 m ²
06	Passages area (core 3 + 4)		516 m ²
(D)	STAIR CASE		
01	Main stair cases (G. Floor to 20th Floor)	02 nos.	1250 m ²
02	Main stair cases (G. Floor to 15)	02 nos.	
03	G. Floor to UL Floor	02 nos.	35 m ²
04	G. Floor to Lower basement	04 nos.	295 m ²
05	G. Floor to Lower Base (Mushroom)	02 nos.	62 m ²
06	Fire stairs (3rd Floor To 20th Floor)	01 nos.	270 m ²
07	Fire stairs (3rd Floor To 15th Floor)	01 nos.	
(E)	BASEMENT		
01	Raft level		4600 m ²
02	Lower basement		9200 m ²
03	Upper basement		9200 m ²
(F)	LIFTS		26 nos. (1.85*1.65) - 80 m ²
(G)	LIFT LOBBY		(52 m ² each) passage - 3000 m ²
(H)	TOILETS		
	Ladies (12 m ² each)		77 nos. - 912 m ²
	Gents (12.50 m ² each)		85 nos. - 1050 m ²
(I)	TERRACE		
01	01 st Floor		1950 m ²
02	03 rd Floor		5471.32 m ²
03	South Tower		1836 m ²
04	North Tower		1836 m ²
05	Porch		312 m ²
06	Machine Room (04 nos.)		737 m ²

(J)	ELECTRICAL ROOMS (172 NOS.)	350 m ²
(K)	AIR WASHERS ROOMS (16 NOS.)	800 m ²
	Approximately Total area	56822.50 m²

MACHINES AND EQUIPMENT'S DETAIL ANNEXURE- A

S. No.	Equipment	Model	Quantity	Recovery rate per Month per equipment if not Provided / available / out of order for more than three days
01	Single disc & Scrubber	Karcher BDP 43/450 C Adv or As approved by the Engineer In-Charge	4	Rs .4000/-
02	Walk Behind Scrubber Drier	Karcher BD 50/50 C Bp Classic *KAP or As approved by the Engineer In-Charge	1	Rs 10000/-
03	High Pressure water Jet Cleaners	Karcher High Pressure Washer HD 9/18 M or As approved by the Engineer In- Charge	1	Rs. 4000/-
04	Dry Vacuum Cleaner	Karcher Dry Vacuum Cleaner T 15/1 ESB 28 or As approved by the Engineer In- Charge	1	Rs 1500/-
05	Heavy Duty Wet & Dry Vacuum cleaner	Karcher Wet and Dry Vacuum Cleaner NT 75/2 Tact Me Tc or As approved by the Engineer In-Charge	2	Rs 2000/-
06	Manual Walk Behind Sweeper	Karcher KM 70/20 C 2SB or As approved by the Engineer In-Charge	2	Rs. 2000/-
07	Glass cleaning telescopic kit with detergent squeeze provision	Eureka Forbes / As approved by Engineer In-Charge	3	Rs. 2000/-
08	Dust flat Mops & frames	Eureka Forbes / As approved by Engineer In-Charge	5	Rs. 300/-
09	Mopping trolley with double bucket system	Eureka Forbes – Sky 2.25 or As approved by Engineer In-Charge	10	Rs. 500/-
10	Cotton / Viscose Mops of different sizes	Eureka Forbes / As approved by Engineer In-Charge	10	Rs. 300/-

B. SCOPE OF WORK FOR DISPOSAL OF GARBAGE:

SCOPE Minar has been provided with garbage collection centre in the outer parking. Garbage from various floors are collected and put garbage collection centre and this is being used as a point of disposal of garbage. The Scope of work shall, inter alia, include the following:-

1. Garbage is to be collected from various floors and to be placed in garbage collection centre without compromising the nearby cleanliness.
2. Garbage from Garbage collection centre of SCOPE Minar is to be disposed of to the nearest sanitary land filling centre by mechanical means by filling the truck / dumper.
3. The entire job has to be executed as per the instruction of the Engineer in charge.
4. The rate shall include all the expenses of loading, unloading, transportation to the sanitary land filling centre, providing manpower for cleaning of the garbage collection centre of SCOPE Minar and all the consumables i.e. Gamexin, Bleaching powder (to clean the area) and required tools & tackle. Nothing shall be paid extra on this account.
5. The rate shall also include any expenditure incurred to take approval / permission to dispose of the garbage collected from SCOPE Minar to nearest sanitary land filling or garbage handling charges by local authority (If any). Nothing shall be paid extra on this account.
6. Rate quoted should be inclusive of all taxes, duties etc.
7. The contractor shall make sure that garbage shall not spill in the way of disposal. For this contractor shall properly cover the vehicle so that inconvenience to the public be avoided.
8. The contractor shall be fully responsible for any accident / challan / mis-happening during carrying out the work. SCOPE shall not be held responsible for any such activity.
9. The garbage collection centre of SCOPE Minar should be kept neat & clean, disinfected and odour free all the time, failing which a suitable penalty as decided by the Engineer In-Charge shall be imposed on the contractor.

D. SCOPE OF WORK FOR FAÇADE CLEANING & REPLACEMENT OF FAÇADE GLASSES:-

SCOPE Minar a twin tower building at Laxmi Nagar District Centre has a curtain wall façade surrounding the building. There are four number façade cleaning trolleys two each located in the terrace level of the North & South Tower. The heights of North Tower and South Tower from the Podium Level are 62 m and 45 m respectively .Two trolleys in each tower are operable one each over the inner periphery of the curvilinear towers and one each over the outer periphery of the curvilinear towers.

The approximate area of curtain wall glasses is as below:

Vertical glasses 22,600 square meter, inclined glasses 4,500 square meter, Mushroom glass (outside) 625 square meter, and Mushroom glasses (inside) 850 square meter.

The specification of the glasses is as below:

06 mm thick toughened (thermally treated), Heat Reflecting coloured glass with metallic oxide coating and having shading coefficient, heat reflection, and daylight transmittance as per international standards / specifications.

The scope of work is broadly divided into the following sections:

- a) Operation of the Façade Cleaning Trolleys by deputing skilled manpower.
- b) General cleaning of the Façade glasses in SCOPE Minar including supply of cleaning materials skilled manpower, tools and scaffolding in specific areas.
- c) Supply & replacing the façade glasses in SCOPE Minar as and when necessary including the skilled manpower, tools, scaffolding and supply of glasses same as the existing specifications.
- d) Items mentioned at Sl. No. 5 & 6 in Schedule of Quantity are for rates only. Actual quantity, as and when required shall be measured and paid. Quantity can vary up to any extent. The rates shall be firm during the contract period.
- e) Maintaining of due log books, records etc., to substantiate the progress of regular Cleaning of façade glass.
- f) The façade trolleys can access the façade glasses in the towers and for the Podium the façade glasses are located as inclined outwards as well as inwards. These areas are to be accessed by the agencies by providing their own scaffolding.
- g) The contractor shall depute minimum one façade machine trolley operator, two glass cleaners and one supervisor for satisfactory & safe operation of each façade trolley.
- h) Supplying skilled manpower with proper safety arrangements during cleaning as well as glass replacing operations.
- i) **Supplying the cleaning materials like chemicals / detergents, mops, squeegees, cleaning fluids like Taski, R3 or equivalent for efficient and neat cleaning.**
- j) Supplying necessary tools and scaffolding.
- k) All personnel traveling the cradle shall be equipped with safety belts and helmets etc. at no extra cost.
- l) The accuracy in measurement and replacement of glasses are exclusively the responsibility of the agency. The agency shall depute very skilled manpower for replacement of façade glasses as and when required.
- m) The agency has to complete one circle of cleaning all the glass in the scope of work in 60 days. If the cleaning is not satisfactory the Engineer In-Charge shall ask for any number of cleanings till the desired level of cleaning is achieved.

- n) The trolley can be used for other purposes like making the joints leak-proof, fixing of stone cladding works, rectifying the panels etc., for which the agency shall have to operate the trolley and extend all possible cooperation. However no claim on this account shall be entertained.
- o) All the manpower engaged in façade cleaning work should be covered under relevant insurance policy.

DEPLOYMENT OF MINIMUM MANPOWER

Annexure- B

The contractor will be required to deploy the following "minimum" personal at site for the above works. However the agency may be required to deploy more number of manpower to complete the work mentioned in the Scope of work. Noting shall be paid extra for deploying labour more than the minimum manpower mentioned above.

S.No	Manpower	Minimum Qualification	Minimum Working Experience	Nos.
1.	Supervisor (for housekeeping services)	Graduate / ITI / Bsc.	05 – year experience in Supervision of housekeeping services	05
2.	Supervisor (for façade cleaning / replacement of glass)	Graduate / ITI / Bsc.	03 - year experience	01
3.	Sweeper (for housekeeping services)	Matric / 8th	--	42
4.	Roof top trolley operator	ITI / Matric	05 - year experience of operating roof top trolley	01
5.	Glass Cleaners	Matric	03 - years in façade glass cleaning	02
6.	Sweeper (for garbage collection bin)	Matric / 8th	--	02

The manpower deployed by the contractor shall be dressed in uniform with holding identity card issued by agency. The manpower for Housekeeping services shall be deployed in such a way that cleaning of entire scope of work shall be carried out in proper / un-objectionable time i.e. cleaning of meeting halls shall be done before 08.30 AM and cleaning of basement parking lots shall be carried out before 08.00 AM etc., including Sunday and holiday. Overtime shall not be paid under any circumstances. However the Agency shall follow all the labour laws / rules for deployment of manpower and prescribed weekly rest should be given to deployed manpower.