



No. KVAOWA/GGN/2024/112/

Dated: 16th February, 2024

Price Rs 2000/-

TENDER DOCUMENT FOR HOUSEKEEPING & HORTICULTURE

Time schedule for tender process

Date of publication of tender notification on official website and News papers	17.2.2024
Availability of tender document commence from	17.2.2024
Pre-bid Meeting date & time	25.2.2024 (Sunday): 4.30 pm
Last date for Sale of tender document -online	2.3.2024 upto 5.00 pm
Last date for receipt of duly filled in tenders	3.3.2024 (4.00 PM)
Date and Time of the opening Technical Bids	3.3.2024 (4.15PM)

Note: The cost of this Tender Document is Rs. 2,000/- (Rupees Two Thousand Only) which could be paid in cash at the counter or by Demand Draft in favour of "KVAOWA, Gurugram" The receipt of the payment of the Tender Document should be enclosed with the Technical Bid or the details of online transaction should be furnished.

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BRIEF ABOUT TENDER

TENDER FOR (A) SWEEPING AND CLEANING CONTRACT (B) HORTICULTURE/ MAINTAINING OF PARKS/ GARDENS/ NURSERY (C) DISPOSAL OF WASTE GENERATED FROM CLEANING/ BROOMING/ DUSTING EXERCISE INCLUDING HORTICULTURE WASTE GENERATED IN THE SOCIETY (D) CLEANING OF RAIN WATER DRAINS ONCE A YEAR BEFORE THE ADVENT OF MONSOON SEASON, (E) CLEANING OF STORM WATER DRAINS/PITS ONCE A YEAR BEFORE THE ADVENT OF MONSOON SEASON AND (F) CLEANING OF OVERHEAD WATER TANKS IN THE SOCIETY TWICE A YEAR (G) CLEANING OF WALLS AND WINDOWS OF ALL BUILDINGS IN SOCIETY FROM OUTSIDE ONCE IN A YEAR

- (i) The Society is a gated one, spread over 40 acres of land and it comprises of 1940 apartments in different formations like multi storied, low rise and independent units, Community Centers, Shopping areas, parks, walkways, etc. For convenience of understanding, the Scope of Work which is detailed at Annexure A is in seven parts as follows: -

- (A) SWEEPING AND CLEANING CONTRACT
- (B) HORTICULTURE/ MAINTAINING OF PARKS/ GARDENS/ NURSERY
- (C) DISPOSAL OF WASTE GENERATED FROM CLEANING/ BROOMING/ DUSTING EXERCISE INCLUDING HORTICULTURE WASTE GENERATED IN THE SOCIETY
- (D) CLEANING OF RAINWATER DRAINS ONCE A YEAR BEFORE THE ADVENT OF MONSOON SEASON,
- (E) CLEANING OF STORM WATER DRAINS/PITS ONCE YEAR BEFORE THE ADVENT OF MONSOON SEASON
- (F) CLEANING OF OVERHEAD WATER TANKS IN THE SOCIETY TWICE A YEAR
- (G) CLEANING OF WALLS AND WINDOWS OF ALL BUILDINGS IN THE SOCIETY FROM OUTSIDE ONCE IN A YEAR

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No. KVAOWA/GGN/2024/

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TENDER NOTICE

Sealed tenders are invited by the President, KVAOWA, Kendriya Vihar, Sector-56, Gurgaon -122011 (Haryana) from the registered Contractors for providing the services mentioned in Annexure A (the Scope of Work) for three years, subject to the terms and conditions as contained in the Tender Document. The Tenderer should fulfil the following criteria:

- i. Applicant should have at least five years' experience in the field with a minimum turnover of Rs. 5 Crore per annum.
- ii. Applicant should possess the requisite Statutory License/ Permit prescribed by the Central/ State Govt. and Local Administration for rendering the services asked for in this tender.

(Sudhanshu Bhusan Sutar)
Acting President, KVAOWA

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SCOPE OF WORK

A. SWEEPING AND CLEANING IN THE SOCIETY:

- i. Daily brooming of roads, streets, green areas around the boundary wall, common areas of all residential blocks, Office Building, Community Halls including stairs and terraces and keeping them clean and rendering them free of any waste/ abandoned materials.
- ii. Carrying the waste collected (as part of brooming exercise) including dust, leaves, horticulture and other waste/ abandoned material/ objects to the designated points (WHICH WILL BE MOVABLE TROLLIES, TO BE KEPT BY THE VENDOR) on daily basis for disposal outside the Society on a day-to-day basis. The objective is to keep the Society clean and free of any type of solid waste, including abandoned/discarded materials/pots/objects, etc. Accumulation of any solid/horticulture waste in the Society at any point in time may entail penalty on the Contractor being a case of violation of the accepted standards of service.
- iii. Emptying of all litter boxes placed in the Society premises on a daily basis and keeping all the litter boxes clean and tidy.
- iv. Mopping all the common areas in all residential blocks in all the floors on daily basis and using phenyl/ disinfectant.
- v. Mopping of Office Building, Community Halls including stairs and terraces with phenyl/ disinfectant.
- vi. Mopping all lift cars floors daily with phenyl/ disinfectant.
- vii. Removing cob webs in all common areas of all the floors and stilts of all residential blocks once in a week.
- viii. Dusting and Swabbing of all the iron railing in staircase of all the floors in all residential blocks.
- ix. Cleaning of concrete Jalis and Chhajjas of all the floors of MS Building once in a fortnight.
- x. Cleaning of roofs of all the blocks once in a month.
- xi. Cleaning and Swabbing of Fire Boxes once in a week.
- xii. Frequent cleaning at least four-five times a day of all Toilets of CC-I & CC-II, common toilets under MS Blocks, Dry toilet near Gate No. 1 and any other toilet to be constructed.
- xiii. Cleaning & washing with phenyl of all dustbins/ cabins placed at all the floors of MS Buildings and at other places in society, once in fortnight.
- xiv. Deep Cleaning of Garbage chute in MS blocks once in fortnight so that no foul smell from there.
- xv. Rainwater drains to be kept clean and choke free generally while carrying out the cleaning and brooming activities in the Society.
- xvi. Ensuring that there is no blockage in the Sewer lines or in Gully trap and removing the

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blockage as and when noticed.

- xvii. Pest control in the Society to control rats, snakes, insects etc.
- xviii. Fumigation and sanitising of rain water drains to control mosquitoes on a regular basis.
- xix. Any other work not specifically mentioned above but necessary for or incidental to the scope of work at (A)

B. HORTICULTURE/ MAINTAINING OF PARKS/ GARDENS/ NURSERY:

- i. Total upkeep of parks and maintenance of complete horticulture work and external landscape in the Kendriya Vihar Complex on a daily basis.
- ii. Preparing the ground, planting, manuring, watering and mowing of grass keeping height within 2 cm and pruning of hedges and trees (with due permission from Forest Department wherever required). Planting/Maintaining grass for golf putting/ chipping area in designated places.
- iii. Maintaining of nursery for new plantation.
- iv. Strict observance of the schedule of the Management for planting, pruning. etc. of hedges and trees.
- v. Cleaning of the lawns and parks.
- vi. Checking health of all trees and taking appropriate action by taking management of KV in confidence.
- vii. Removal of cut leaves, bushes, hedges, branches and grass to the specified area as already mentioned in A (ii) above.
- viii. Any other work not specifically mentioned above but necessary for or incidental to maintenance and upkeep of landscape in the society.
- ix. Proper and regular trimming of trees on the periphery of the Society so as to ensure that the trees are safely below the overhead electricity supply lines.
- x. Keep all plantations in the Society trimmed so as not to block/shadow the street lighting.
- xi. Trimming of trees to be done professionally and with appropriate implements/ tools so as to give a neat look to the trees trimmed.

C. DISPOSAL OF WASTE GENERATED FROM CLEANING/ BROOMING/ DUSTING EXERCISE INCLUDING HORTICULTURE WASTE GENERATED IN THE SOCIETY

- i. Disposal of waste collected through brooming/ dusting exercise on a daily basis.
- ii. Disposal of horticulture waste generated in the Society etc on a day to day basis.
- iii. Disposal of waste/ abandoned things/ material collected in the course of cleaning/brooming exercise and its disposal on a day to day basis.
- iv. All waste collected to be transported out of the Society and disposed of as per the norms of the State Government or MCG on daily basis.

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D. CLEANING OF RAINWATER DRAINS ONCE A YEAR BEFORE THE ADVENT OF MONSOON SEASON

- i. Rainwater drains to be kept clean and choke free generally while carrying out the cleaning and brooming activities in the Society.
- ii. Deep cleaning of the rainwater drains once before the advent of monsoon season.

E. CLEANING OF STORM WATER DRAINS/ PITS ONCE YEAR BEFORE THE ADVENT OF MONSOON SEASON AND

- i. Deep cleaning of the storm water drains/ pits once before the advent of monsoon season. These are for water harvesting.
- ii. Deep cleaning included the checking/ cleaning of the bore to see that it is functional.
- iii. General cleaning of the water pits.

F. CLEANING OF OVERHEAD WATER TANKS

- i. Cleaning of all overhead water tanks in the Society twice in a year. The water tanks fulfil the water needs of the residents. These are both in common and independent and in different sizes.
- ii. Cleaning includes their emptying, wiping and disinfecting.

G. CLEANING OF WALLS AND WINDOWS FROM OUTSIDE ONCE IN A YEAR:

- i. Cleaning of all walls and windows of all flats in A, B, C, MS and Dx blocks with pressure water or other materials.
- ii. Cleaning all walls and windows of CC-I and CC-II with pressure water or other materials.
- iii. Cleaning all walls and windows of all shops with pressure water or other materials.

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GENERAL TERMS OF CONTRACT

- i. All the personnel provided should be trained and have the prescribed qualification and license to discharge the duties for which they are employed.
- ii. KVAOWA shall have the right not to accept any personnel on duty in case it finds him/ her not suited for the job for which he/ she has been engaged.
- iii. The contractors shall not employ any of the existing employees without written approval of President of KVAOWA.
- iv. All the employees should be provided uniform and identity cards by the Contractor.
- v. The Contractors shall comply with all Statutory provisions all laws of the Central/ State Government applicable to the Manpower engaged and services provided and provide evidence thereof as and when demanded by KVAOWA.
- vi. The vendor shall, at his own expense, arrange for safety provisions as required by the EM, in respect of all labour directly or indirectly employed for the performance of the works and shall provide all facilities in connection therewith. In case the vendor fails to make such arrangements in providing necessary facilities as aforesaid, the KVAOWA shall be entitled to do so and recover the cost thereof from the Agency.
- vii. Failure to comply with rules for labour welfare, Safety Code or the provisions relating to report on accidents and to grant of maternity benefits to female workers shall make the vendor liable to pay to KVAOWA as damages an amount as fixed by KVAOWA based on reports from the Inspecting Officers as defined in the Contract Labor Regulation Act will be final and binding and deductions for recovery of such damages may be made from any amount payable to the Agency.
- viii. KVAOWA reserves the right to carry out post payment audit and technical examination of the final bill including all supporting vouchers, abstract etc. KVAOWA further reserves the right to enforce recovery of any over payment, when detected.
- ix. If, as a result of such audit and technical examination, any overpayment is discovered in respect of any work done by the Agency or alleged to have been done by him under the contract; it shall be recovered by KVAOWA from the Agency by any all the methods prescribed above. If any under payment is discovered, the amount shall be duly paid to the Agency by KVAOWA, provided that the aforesaid right of KVAOWA to adjust over payments against amounts due to the Agency under any other contract with KVAOWA shall not extend beyond the period of **two years** from the date of payment of the final bill or in case the final bill is a minus bill, from the date the amount payable by the Agency under the minus final bill is communicated to the Agency.
- x. Any amount due to the Agency under this contract for under payments may be adjusted against any amount then due or which may at any time thereafter become due before the payment is made to the Agency, from him to KVAOWA on any other contract or account whatsoever.

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- xi. The Contractors shall submit bills by 3rd day of each month after the work is done and disburse salary to the staff on or before 7th day of each month through employees Bank Accounts.
- xii. Management of Kendriya Vihar is at liberty to impose penalty for violation of one or more conditions in the terms of the contract. The amount of penalty would be determined on the basis of the seriousness of violation of contract which may be up to 5% of the contract value for the month.
- xiii. 6% of contract value for the year would be paid every month and the balance for that year i.e. 28% would be paid after the last month of the year after completion of activities stated to be done once in a year. In case activities stated to be done once in a year is completed before end of the year then 50% of 28% would be paid after the end of that month. Balance of the year (i.e. 50% of the 28%) will be paid at the end of the year.
- xiv. TDS as prescribed would be deducted.
- xv. All the material, equipment, implements, consumables, required for carrying out all category of activities/ services mentioned in the tender document shall be provided by the vendor. Vendor will use good quality material, phenyl/ disinfectant/ fertilizers etc, (brand to be got approved from KV). KV Management has right to inspect the material and reject any material found inferior. Vendor has to comply KV management orders in this respect and will have to change the material. Cost of these be added in the Financial Bid document.
- xvi. Estate Manager (EM) or his representative shall watch/ supervise the duties and test and examine any material to be used or workmanship employed in connection with the works.
- xvii. If, at any time, the Agency makes default in proceeding with the works with due diligence, and continues to do so, after a notice in writing of 7 days from the Secretary/ Estate Manager, or commits default in complying with any of the terms and conditions of Contract and does not remedy it or take effective steps to remedy it or fails to complete the items of work as per schedule attached and does not complete them within the period specified in the notice given to him in writing, KVAOWA may without prejudice to any other right or remedy, which shall have accrued or shall accrue thereafter to KVAOWA, by written notice, cancel the contract.
- xviii. If, at any time after the acceptance of the tender, KVAOWA shall decide to abandon or reduce or increase the scope of work for any reasons whatsoever and hence not require the whole of any part of the work to be carried out, the Estate Manager shall give notice in writing to that effect to the Agency and the Agency shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of work in full but which he did not derive in consequence of the foreclosure of the whole or the part of the works.
- xix. The provisions of the Arbitrations Act 1940, or any statutory modification or re-enactment and the rules made there under and for the time being in force shall apply

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to the arbitration proceedings under this clause. It is a term of the contract that the party invoking arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute. The arbitrator shall be appointed by the President of KVAOWA as mutually agreed.

- xx. The Indian Laws in force shall govern this contract and courts of Law in Gurgaon shall have jurisdiction on any dispute about any of the terms of Contract.

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No. KVAOWA/GGN/2024/

Dated: 16th February 2024

Annexure C

INSTRUCTIONS

General:

The Tender should be submitted in the prescribed form only.

- i. Tender will be receivable in the Office of the President, KVAOWA, Kendriya Vihar Sec-56, Gurgaon-122011. (Haryana) between 10 am to 5 pm on any week day except Wednesday
- ii. Bid (EMD) Amount, Technical and Commercial bids as given in this Tender Document should be submitted in three separate sealed envelopes kept inside one larger sealed envelope.
- iii. All the Three envelopes should be superscribed "SWEEPING AND CLEANING CONTRACT"
- iv. Technical bids must be accompanied by an EMD amounting to Rs. 1,00,000/- (Rupees one lakh only) by way of Demand Draft drawn in favor of President, KVAOWA, Gurugram. The validity of the DD must be at least for sixty days from the closing date of the tender. EMD of unsuccessful bidders shall be returned on completion of the tendering process and finalizing the contract. No interest is payable on the EMD.
- v. All pages of the Technical and Commercial Bids must be signed and stamped by the Authorized Signatory of the Contractor/Agency.
- vi. **Successful bidder will have to remit Security Deposit of Rs. Ten Lakhs within 30 days of communication of award of contract by KVAOWA** through a bank draft in Favor of KVAOWA. No interest shall be payable under any circumstances against the security deposit furnished / recovered by KVAOWA. Ten percent of the Security amount shall be deductible in case the bidder fails to commence the work within 45 days of the award of work for reasons whatsoever. 50% of the security deposit will be refunded on successful completion of the contract. Balance 50% of the security deposit will be refunded within 3 months, after settlement of the final bill.
- vii. The contract shall be for a period of 3 years. The contract is extendable beyond 3 years with mutual agreement. The Contract may be terminated by either party after giving 2 months' notice in case it feels that the objective of the contract is not being fulfilled properly or satisfactorily.
- viii. Only the duly authorized representatives of the bidders shall be allowed to participate in the proceedings.
- ix. Commercial bids of only those bidders will be opened who are successful in the scrutiny of Technical Bids
- x. Management of KVAOWA reserves the right to accept or reject any Tender in full or in part thereof and the decision of the Management of KVAOWA shall be final in all matters.

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TENDER FORM

The President,
KVAOWA,
Kendriya Vihar, Sector-56,
Gurgaon- 122011

**Subject: - Tender for HOUSEKEEPING & HORTICULTURE at Kendriya Vihar, Sec-56,
Gurgaon**

Dear Sir,

I / we* have read and examined the complete tender documents relating to the above said work.

I/ We* hereby submit my/our* tender for providing Housekeeping & Horticulture services for the complex referred to in the aforesaid documents, upon the services to be rendered and terms & conditions contained or referred to therein, and in accordance to and in all respects of specifications and instruction issued from time to time at the rates quoted in the financial bid form during the period set out in the tender documents.

I/ We* hereby undertake to keep my/our* tender valid for a period of 4 months from the date of opening of tender. I/we* hereby further undertake, that during the said period, I/We* shall not vary/ alter/ revoke my/our* tender.

I/We* hereby forward earnest money deposit of INR 1,00,000.00 (Rupees one Lakh Only) in the form of demand draft in favor of **KVAOWA** drawn at Gurgaon vide Demand Draft Number: _____ Dated _____ Issuing Bank: _____

If I/ We* fail to keep the tender open as aforesaid or make any variation, alteration or revoke the tender, I/We* hereby agree that this sum shall stand forfeited in the event of acceptance of my/ our* tender, and failure on my/our* to execute the contract when called upon to do so, within the stipulated time.

I/We* also hereby agree to treat the earnest money sum as part of security on award of the contract.

Should this tender be accepted, I/We* hereby agree to provide services prescribed in the tender document and shall abide by, and fulfill all the terms, conditions and provision of the aforesaid tender documents.

I/We* understand, that KVAOWA, Kendriya Vihar, Sector-56, Gurgaon is not bound to accept lowest tender or not bound to assign any reason for rejecting my/our tender.

Signature: _____

Name: _____

Designation: _____

(Only authorized Signatory to sign the tender on Behalf of the Organization)
Seal of the Company

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TECHNICAL BID

S. No	Details	Information
1.	Name of the Company/ Firm	
2.	Registered office Address	
3.	Telephone Number with STD code	
4.	Mail ID:	
5.	Name, Designation, Mail Id and Phone Number of Authorized signatory (i)	
6.	Name, Designation, Mail Id and Phone Number of Authorized signatory (ii)	
7.	Registration No: with date of Registration	
8.	Address and Telephone No: of Registering Authority:	
9.	Details of the license to perform the service for which the bid is made. [Number; Date of Issue; Issuing authority; Validity]	
10.	EPF Registration No:	
11.	ESI Registration No:	
12.	PAN No:	
13.	TAN NO.	
14.	GST No.	
15.	Work experience in field i.e. Number of years in service, strength of manpower deployed,	
16.	Revenue from operations as per the last three audited Financial Years viz 2020-21, 2021-22, 2022-23	

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17.	List of clients at present with their postal addresses and telephone numbers.	
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Documents (copies) to be attached:

1. Registration Certificate
2. License for performing the service for which the bid is being made
3. PAN Card
4. TAN No.
5. EPF Registration certificate
6. ESI Registration certificate
7. GST Registration certificate
8. Previous three years audited Balance sheet and P & L Account

Signature

Part II

FINANCIAL BID

SI No.	Financial Year starting 1 st April	Amount RS	Remarks
1	2024-25		Quotation to be for three years' period on an yearly basis. In case work is awarded/ started after 1 st April 2024, amount quoted for 2024-25 will be proportionately reduced and 2026-27 will be proportionately increased and payment shall be for the increased period.
2	2025-26		
3	2026-27		
	Total		
	GST		
	Total amount with GST		

Signature

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Undertaking

**The President,
KVAOWA,
Kendriya Vihar, Sector-56,
Gurgaon- 122011**

Subject: - Undertaking for Housekeeping & Horticulture services at Kendriya Vihar, Sec-56, Gurgaon

Dear Sir,

I / We have examined the various terms and conditions listed in the Tender Form (Technical & Financial Bid) for providing Housekeeping & Horticulture services at Kendriya Vihar (KV), Gurgaon. I/We agree to all these conditions and offer to provide services at KV. I/We are making this offer after carefully reading the conditions and understanding the same without any kind of pressure or influence from any source whatsoever. I/We have inspected the KV premises and have acquainted ourselves with the tasks required to be carried out, before making this offer. I/We hereby sign this undertaking in token of our acceptance of various conditions listed above.

Further, I/We hereby undertake that there is no legal suit / departmental action is pending against us or any of our Proprietors/ Partners/Directors for any violation of EPF Act, ESI Act Labour Laws etc in any court of law.

The details of cases, if any pending are as under (Say Nil in the box, if there are none):

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Thanking you,
Sincerely,

Signature: _____

Name: _____

Designation: _____

(Only authorized Signatory to sign the tender on Behalf of the Organization)
Seal of the Company

Date:
Place:

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