

**INDIAN RED CROSS SOCIETY
NATIONAL HEADQUARTERS**

NOTICE INVITING QUOTATIONS

Sealed quotations are invited on behalf of the Indian Red Cross Society, 1, Red Cross Road, New Delhi from the Experienced contractors for the work of “Annual Contract for Cleaning, Dusting, and Mopping for the Upkeep of the IRCS NHQ Building (from basement floor to terrace, 5-Storey Building) and Residential Complex at Kaka Nagar and Sarojini Nagar, New Delhi.

Estimated Cost - Rs.37,54,956/- per year

Time period - 12 months

Last date of receipt of quotation on 12.01.2026 by 3.00 PM. For details visit our website www.indianredcross.org.

**Mohammad Yaseen
Civil Engineer**

INDIAN RED CROSS SOCIETY

SCHEDULE OF QUANTITIES

Subject: Annual Contract for Cleaning, Dusting, and Mopping for the Upkeep of the IRCS NHQ Building (from basement floor to terrace, 5-Storey Building) and Residential Complex at Kaka Nagar and Sarojini Nagar, New Delhi.

S. NO	DESCRIPTION OF ITEM	NOS	SKILL LEVEL	RATE PER PERSON PER MONTH (Rs)	TOTAL(MONTHLY) (Rs)
1	Safai-Wala	11	Un-Skilled		
2	Supervisor	1	Semi-Skilled		
3	Uniform of Housekeeping Staff	12	-----		
4	Add ESI (3.25%)				
5	Add EPF (13%)				
6	Add Service Charges (Bids quoting less than 3.85% service charges shall be rejected)				
7	Add GST (18%)				
8				Grand Total Per Month Rs	

Civil Engineer
Indian Red Cross Society

TERMS AND CONDITION

Housekeeping / Cleaning and Caretaking Services for IRCS Building, New Delhi

A. Building Details

1. The entire building is located at **1 Red Cross Road, New Delhi**.
2. The premises consist of a **basement, ground floor, first floor up to the fifth floor, and terrace**.
3. The premises also include **approach roads, reception areas, staircases, pantries, common areas, parking spaces, and any other areas as directed by the Civil Engineer, within the boundary wall of the IRCS building**.

1. Additional Work

In case the IRCS requires assistance for any work not covered under the scope of this contract but related to housekeeping activities and performed during the prescribed duty hours, **no extra payment shall be made**.

2. Manpower

A tentative strength of **11 personnel**, comprising approximately **10 male Safaiwalas and 1 female Safaiwala**, along with **01 Supervisor**, shall be deployed by the agency. All personnel shall work under the **supervision and control of the Civil Engineer**. The distribution of duties shall be as per the directions of the Civil Engineer. The above manpower requirement is **tentative** and may be finalized or modified by the IRCS authority during the contract period. **IRCS reserves the right to increase or decrease the number of Safaiwalas** during the contract period, based on operational requirements, at the rates quoted by the agency in the bid.

3. Timing

The housekeeping team shall be responsible for **cleaning all common areas and toilets before the start of office hours each day** and shall ensure that cleaning activities are carried out **a minimum of four times daily** in all areas, and **as and when required**.

4. Scope of Work

(i) **Cleaning, dusting, sweeping, and mopping of the entire common areas from the ground floor to the fifth floor**, including **Blood Bank areas, other offices, basement, terrace, and the entire campus area within the boundary wall**, shall be carried out **six (6) days a week (Monday to Saturday)**, excluding national holidays, **as directed by the Civil Engineer**.

(ii) **Front and back roads/passages, reception areas, staircases, pantries, common areas, parking areas, and the terrace of the building** shall also be cleaned regularly.

(iii) **All common toilets on all floors, including toilets attached to officers' rooms in IRCS,** shall be cleaned daily or as required. This shall include cleaning of **W.C. pans, pedestals, wash basins, wall tiles, and fittings**, using water and appropriate detergents.

Additional Terms & Conditions

1. Sealed quotations shall be submitted in **three (3) separate sealed envelopes**, clearly marked as:

- **Envelope No. 1 – EMD**
- **Envelope No. 2 – Technical Bid**
- **Envelope No. 3 – Price Bid**

All three sealed envelopes shall be placed inside **one single outer envelope**, addressed to:

**The Secretary General
Indian Red Cross Society
1, Red Cross Road, New Delhi**

The outer envelope shall be **superscribed with the name of the work**.

2. The estimated cost of the work is Rs. 37,54,956/- (Rupees Thirty-Seven Lakh Fifty-Four Thousand Nine Hundred Fifty-Six only) per year.

3. The eligibility of bidders shall correspond to the estimated cost put to bid.

4. The time allowed for execution of the work shall be **12 (Twelve) months** from the first date of handing over of the site.

5. An Earnest Money Deposit (EMD) of Rs. 75,099/- (Rupees Seventy-Five Thousand Ninety-Nine only), in the form of a Demand Draft / Pay Order / Banker's Cheque / Fixed Deposit Receipt, drawn in favour of IRCS, NHQ, New Delhi, shall be submitted along with the Technical Bid.

6. A Security Deposit at the rate of **2.5% of the gross amount of each running bill and the final bill** shall be deducted. This shall be **in addition to the Performance Guarantee** required to be deposited by the contractor as per the terms and conditions of the NIQ.

7. Eligibility Criteria for Submission of Bid Documents:

(i) The bidder should have successfully completed, during the **last seven (5) years ending on the day prior to the last date of submission of bids**, any one of the following:

- **Three similar works**, each of value not less than **Rs. 15,01,982/-**, or
- **Two similar works**, each of value not less than **Rs. 22,52,974/-**, or
- **One similar work** of value not less than **Rs. 30,03,964/-**

in **Central Government / Central Autonomous Bodies / Central Public Sector Undertakings / State Government / State Autonomous Bodies / State Public Sector Undertakings** or any **PSU**. The experience certificate shall be issued by an officer not below the rank of **Executive Engineer or equivalent**, and the work should have been completed **without any penalty**.

Similar work means **Housekeeping and Caretaking Services** in **office, residential, commercial, hospital, auditorium, or other building complexes**.

(ii) Certificate of **registration under ESI and EPF**.

(iii) Copy of the bidder's **PAN Card**.

(iv) Certificate of **GST registration**

(v) The bidder shall submit **copies of the Income Tax Returns (ITRs)** for the **last three (3) financial years**, namely **FY 2022–23, FY 2023–24, and FY 2024–25**, along with the Technical Bid.

8. The bids shall be evaluated on a **combined quality-cum-cost basis**, wherein the **Technical Bid shall carry a weightage of 70%** and the **Financial (Price) Bid shall carry a weightage of 30%**. **Only bidders scoring a minimum of 50% (35 marks) in technical evaluation are considered for financial evaluation.**

The detailed evaluation methodology shall be decided by IRCS authority.

Technical Evaluation Marks Table (Total: 70 Marks)

Sl. No	Evaluation Criteria	Maximum Marks
1	Experience of the Bidder in Similar Works	15
2	Technical Qualifications & Experience of Key Personnel	15
3	Financial Soundness of Firm/Bidder	15
4	Machinery, Equipment & Resources	10
5	Past Performance, Quality & Timely Completion	10
6	Affidavit Regarding Bankruptcy / Insolvency / Blacklisting	5
Total		70 Marks

9.The agency shall engage **Safai Karamcharis** for cleaning services and shall pay them wages **not less than the minimum wages fixed by the Department of Labour, Government of NCT of Delhi**, for **unskilled workers and supervisors**, as applicable. The rates quoted shall remain **firm** until revised by the Department of Labour.

10.All **Safai Karamcharis** shall wear **clean uniforms** and display **name badges (in Hindi and English)** on the uniform, which shall be **supplied by the agency**. The cost of **daily cleaning and maintenance of uniforms** shall be borne by the agency and **not by the Safai Karamcharis**. Bidders are required to **include this cost in their financial bid**. If it is observed on any day that any Safai Karamchari is not wearing a **proper and clean uniform**, a penalty of **Rs. 200/- per Safai Karamchari per day** shall be deducted from the bill.

11.After submission of the tender, the bidder shall **not be permitted to modify** the offer or the terms and conditions thereof.

12.Subletting of the contract is strictly prohibited. The contract shall be **liable to be cancelled forthwith** if subletting is notified.

13.The tender shall remain **open for acceptance for a period of ninety (90) days** from the date of submission.

14. The contract shall normally be awarded for a period of **one (1) year** from the date of award and **may be extended further**, based on **mutual consent** and subject to **satisfactory performance** of the contractor.

15.The **Secretary General, IRCS (NHQ)** reserves the **right to accept or reject any or all tenders**, without assigning any reason.

16. The rates quoted shall **include compulsory contributions** towards **Employees' State Insurance (ESI), Employees' Provident Fund (EPF)**, and **all other mandatory statutory contributions** enforceable under the applicable labour laws and rules of the **Central Government** and the **Government of NCT of Delhi**.

17. Copies of **ESI challans/receipts and other applicable statutory compliance documents** shall be enclosed with **each and every bill**, failing which the bill shall **not be processed for payment and shall be kept pending**.

18. The contract shall be awarded to the bidder securing the **highest combined QCBS score**, subject to the **approval of the competent authority**.

19. Acceptance of the bid shall be **communicated by IRCS to the successful bidder through a formal Letter of Acceptance**.

20. The successful bidder shall deposit a **Performance Guarantee (P.G.) of 5% of the tendered amount** before the actual award of the work. The Performance Guarantee shall be released **after six (6) months of successful completion of the contract**.

The Performance Guarantee may be submitted in the form of a Demand **Draft Pay Order**, , or **Fixed Deposit Receipt, of any Scheduled Bank**, drawn in favour of **IRCS NHQ, New Delhi**, and shall be deposited in original in the office of IRCS.

21. The **minimum monthly wages** payable to the contractual manpower shall be regulated in accordance with the directions issued by the **Ministry of Labour & Employment / Government of NCT of Delhi**, vide Order No. **F. No. (142)/02/MW/VII/Part File/211 dated 15.04.2025**, regarding minimum rates of wages.

22. The tendering agency shall be fully responsible for **compliance with all statutory provisions** relating to minimum wages, ESI, EPF, and other labour laws in respect of personnel deployed at the IRCS building. All such statutory obligations shall be **duly considered and incorporated while quoting the rates**.

23. Any **statutory increase in minimum wages** during the contract period shall be **reimbursed to the service provider**, as per applicable laws. The buyer (IRCS) shall pay the **difference arising out of such wage revision** for Safai Karamcharis/Supervisors on a **pro-rata basis**. No other additional payment towards manpower costs shall be admissible on any ground during the contract period.

24. The contracting agency shall ensure **payment of salaries by the 7th day of the succeeding month**, without unauthorized or unexplained deductions, through **direct bank transfer** to the bank accounts of the housekeeping staff/labourers. Proof of such transactions shall be submitted to the office of the IRCS **along with each bill**, failing which the bill shall be kept pending until compliance. **No interest shall be payable** for any delay in payment of bills by IRCS.

25. Salary/Wages payments shall be made to workers **only through RTGS/NEFT or other approved digital modes. Cash payment is strictly prohibited** under this contract. The contractor shall submit **details of salary/Wages payments made to Safai Karamcharis and Supervisors**, along with **photocopies of their bank account passbooks**, with each monthly bill.

26. The agency shall be **liable for penalties** in case of **non-performance, misconduct, or indiscipline** on the part of employees deputed by it for the said work.

27. The contractor shall be responsible for **depositing all applicable GST (Goods and Services Tax)** on account of the services rendered under this contract with the concerned tax authorities, from time to time, in accordance with the **prevailing rules and regulations**.

28. Payment and settlement of bills shall be subject to **deduction of TDS at applicable rates**, as per the Income Tax Act and other statutory provisions.

29. The bidder shall **not be under liquidation, bankruptcy, or insolvency**, and shall not have been blacklisted or debarred by any Government or Public Sector organization at the time of submission of the bid. In this regard, the contractor shall submit a duly sworn affidavit.

30. The contracting agency shall ensure that all employees under this contract are **medically fit and free from any communicable diseases**.

31. The contractor shall ensure that all workers are **punctual, alert, vigilant, and diligent** in the performance of their duties. The contractor should engage only **physically fit personnel**, preferably **between the ages of 20 and 45 years**.

32. The normal **office working hours** for the personnel deployed shall be from **8:00 AM to 4:00 PM**, with a **lunch break of half an hour**. However, the IRCS **reserves the right** to deploy the personnel on **weekends, holidays, or beyond office hours in shifts**, as per operational requirements. **No extra payment shall be made to the contractor** on this account. Any additional payment required to be made to the workers for such deployment shall be **borne entirely by the contractor**.

33. In the event of any **loss, theft, damage, or sabotage** caused by the personnel deployed by the contractor, **IRCS reserves the right to recover the cost of damages from the contractor**.

34. The NIQ shall follow a **three-bid system**. First, the **EMD envelope** should be opened. Thereafter, the **Technical Bids** shall be opened on the date and time specified in the bid

document. The **Financial/Price Bids** of only those bidders whose Technical Bids are found **responsive and compliant** after technical evaluation shall be opened.

35. Dispute Resolution:

In case of any dispute, the matter shall be referred to the **Dispute Redressal Committee** appointed by the **Secretary General, IRCS (NHQ)**. The decision of the Committee shall be **final and binding** on both parties.

36. Existing outsourced staff shall be **preferably retained**, subject to suitability and performance.

37. In the event of the death of the contractor, without prejudice to any rights or remedies available to IRCS under this contract, the **employer shall have the option to terminate the contract without payment of any compensation** to the contractor.

38. All **cleaning materials, consumables, and chemicals** required for the execution of the work shall be **supplied by the agency**, strictly **as per the requirement and specifications decided by the Civil Engineer**. A **lump sum amount of Rs. 20,000/- (Rupees Twenty Thousand only) per month** towards supply of cleaning materials shall be payable to the agency, which shall be **released along with the monthly bill**, subject to satisfactory performance and certification by the IRCS authority.

39. The contractor shall submit a detailed list of adequate and functional mechanized cleaning equipment to be deployed for effective housekeeping and floor maintenance as per site requirements. The minimum essential machinery for all types of cleaning purposes shall include, but not be limited to, Single Disc Scrubber Machine, Floor Polishing Machine, Auto Scrubber Dryer Machine, and High-Pressure Jet / Washer Machine. The contractor shall ensure that all such equipment remains operational and available at the site throughout the contract period. And no extra payment whatsoever shall be admissible on this account.

(Mohammad Yaseen)
Civil Engineer