



**Request for Quotations
Outsourcing the Housekeeping Services**

Date of Issue: 3rd June 2022

Due Date& Time: 10thJune- 03.00pm

**YWCA of Delhi
Ashoka Road, New Delhi-110 001**



Young Women's Christian Association of Delhi

President

Ms. Kavita Sarah Nathan

General Secretary

Ms. (Rev) Moumita Biswas

Dear Sir/Madam,

Young Women's Christian Association of Delhi (YWCA of Delhi), wishes to procure the above mentioned services through a competitive bidding process. In this respect, YWCA of Delhi would like to invite your organization/Company to submit quotations as outlined in this Document and the terms and conditions contained herein.

Request for information

Any questions concerning this invitation must be forwarded in writing by email to the undersigned, and its response will be circulated to all the bidders.

Due date and time for submission of the Quotations

Sealed quotations must be submitted latest by the date and time specified above i.e. by 10th June 3 PM. Quotations received after the stipulated date and time will be invalidated.

How the Quotations should be marked, packed and submitted

Sealed Quotations shall be submitted in English, and shall be sealed in 1 outer and 2 inner envelopes and all envelopes shall indicate the bidder's name and address and the services for which they are submitting the quotations.

The first inner envelope shall be marked Quotation and addressed in the same manner as the outer envelope as specified above, and shall be in the prescribed format.

The second inner envelope shall be marked Earnest Money and addressed in the same manner as the outer envelope as specified above, and shall be in the prescribed format.

YWCA of Delhi reserves the right to accept/reject any quotation or to terminate this process, without assigning any reason.

Yours sincerely,

Moumita Biswas

Rev. Moumita Biswas

General Secretary

g_s@ywcaofdelhi.org

All communications should be addressed to the General Secretary, YWCA of Delhi

1, Ashoka Road, New Delhi-110001 (India), Tel.: 011-43553142-48, 23362779, 23362975

E-mail: g_s@ywcaofdelhi.org | pa@ywcaofdelhi.org | Website: www.ywcaofdelhi.com

Exempted u/s 80-G of the Income Tax Act 1961 No. DIT (E) 2009-2010/Y-1371 / 1243

BACKGROUND TO THE ORGANIZATION:

The YWCA of Delhi (www.ywcaofdelhi.org) was constituted in 1912 and is affiliated with the YWCA of India and the World YWCA. YWCA of Delhi is rooted in the Christian Faith and endeavours to promote the empowerment and right of women and girls irrespective of caste, religion culture and creed. It seeks to develop a membership that is responsive to the changing needs of women & girls in a changing world. YWCA of Delhi promotes development & rights of girls, Women and children through its development Projects. The cost incurred for the projects are funded by different Govt Departments as well as from its own revenue generation programme.

Scope of Work: WHEREAS the YWCA of Delhi intends to make adequate arrangement for the housekeeping services at its various locations i.e.Ashoka Road, Jasola, DWARKA, Jahangir puri & Sarai Rohila for providing the services for the cleaning of the buildings.

AND WHEREAS for administrative convenience and expediency wants to engage the services of a Housekeeping Service Provider for the above said services, on annual contract basis subject to review during the year for quality assurance and statutory compliance.

- i) The staff of the Service Provider shall carry out floor sweeping, mopping, cleaning of rooms, bathrooms, toilets, kitchen including tiles areas, wash basins, window panes, fans and garbage disposal and cleanliness of common and surrounding areas, including the basement and also provide support staff like Ayahs/attendants for Shelter Homes and office staff at other locations as per requirement of the YWCA of Delhi . Specific duties for the Housekeeping staff will be mentioned to the staff of each department by the Head of Department which is to be done on daily/weekly/monthly/in case of emergency or unforeseen event.
- ii) The working hours of the personnel provided by the Service Provider will be briefed to the staff by the Head of Department taking into consideration the nature of the duties. However, the duty hours will be nine hours with one hour lunch time six days a week. One paid weekly off will be given.
- iii) All cleaning materials shall be provided by YWCA of Delhi.

Eligibility for participation in Tender:

1. Bidders must have minimum five years' experience, in providing Housekeeping services to industrial, commercial and other establishments. Copies of documents in support of experience have to be enclosed with the bid. Originals will be called subsequently for verification.

2. Bidders will have to submit EMD for Rs. 10,000/- in form of DD/Banker's Cheque in the name of YWCA of Delhi along with Bid documents. Bids received without EMD will not be considered. Bidders will also have to submit their copies of balance sheet and profit and loss account for the previous three years along with CA certificate of their turnover of previous three years (year wise)
3. The bidders will have to submit along with bid copies of Pan Card, Service Tax, PF and ESI registration number. Originals will be seen for verification.
4. Bidders should have all necessary licenses/registrations for supply of man power.
5. The service provider will deploy the staff after doing the police verification.
6. The staff should be capable to read & write Hindi language.
7. The service provider who are providing services at YWCA of Delhi at present are not eligible to apply
8. **Service Provider's Details to be submitted in the below mentioned Format:**

Name of the Firm	
Name of Proprietor/Partner	
Firm's Registration No	
Year of Registration	
PAN No.	
GST Registration No	
PF Registration No.	
ESI Registration No.	
Labour License No.	
Turn over in last 3 Years (Year Wise)	
No. of Clientele	
License for supply of Manpower	
EMD Detail	

Documents to be submitted in Technical Bid :

1. Copy of registration Certificate.
2. Copy of PF Registration
3. Copy of ESI registration
4. Balance sheet of previous Three years.
5. CA Certificate for three year's turnover
6. Experience Certificates (to authenticate 5 years' experience)
7. GST Registration Certificate

8. Copy License of supply of Manpower(Labour License)

Originals will be seen for verification at the time of Interview. The person not carrying the original will not be interviewed. . In case of non-availability of these numbers the bidders will have to apply for it immediately on award of contract.

Terms & Conditions

1. The contract will be awarded initially for a period of the one year which may be considered for renewal at the sole discretion of the YWCA of Delhi up to maximum period of three years.
2. Bidders should have all necessary licenses/registrations for supply of manpower.
3. The successful bidder shall have to deposit interest free Security Deposit of Rs. 1, 00,000/- in the form cheque /draft.
4. The staff's Police verification must have been done by the Agency and copies are to be submitted for our reference.
5. The agency has to provide proper set of uniforms (summer & winter) to the staff along with identity cards.
6. In absence of staff to provide substitute within 24hours
7. Payment Terms:
 - a. The contractor will pay the minimum wages to workers/Personnel as notified by the Government of Delhi from time to time.
 - b. Bills shall be raised by the contractor along with the attendance record of the preceding month duly verified by the Head of Departments and submit by the 10th day of the month. YWCA shall make payment for adequate Housekeeping Arrangement latest by the 30th of every month subject to condition that bills are correctly raised for the preceding month. If any clarification is required in the bills, the same will be referred to/informed to the contractor.
 - c. The Second Party shall be responsible for disbursement of wages and all other statutory obligations by 7th of every month i.e.before the expiry of the seventh day from the last day of the wage period for which the wages are payable.
 - d. Document Required along with the bill
 1. Attendance Sheets verified by the HODs
 2. Salary Payment details of the same month

3. EPFO challan along with ECR list of staff of previous month

Financial Bid

Financial Bid: Bidder should prepare financial Bid in the Price Schedule as provided in the Tender Document. Then the financial bid should be kept in a separate sealed envelope, superscripted "Financial Bid" for providing housekeeping services.

QUOTE YOUR PRICES

S.No.	Category	Amount
1	Minimum Wages (unskilled, semi-skilled)	
2.	PF	
3	ESI	
4	Service Charges	
	Total	