

National Commission for Women

Inviting bids

for

“Engagement of agency for operating of North East Working Women Hostel at Jasola, New Delhi”



National Commission for Women

Plot No 21, Jasola Institutional Area,

New Delhi 110025, India

Date: 27.02.2023

TENDER NOTICE

Date 27.02.2023

File No. : 1-34/19/2022-NCW(A)

“Engagement of agency for operating of North East Working Women Hostel at Jasola, New Delhi”

Tenders are invited online from suitable agencies for operating of North East Working Women Hostel, Jasola, New Delhi at cpp portal <http://eprocure.gov.in>.

2. The cost of the tender documents (non-refundable) is Rs.1000/- (Rupees One Thousand only) and same to be paid by Demand Draft in favour of Pay and Account Officer, NCW, New Delhi, payable at New Delhi. The tender document duly filled in and complete in all respect should be submitted online in cpp portal.
3. EMD shall be Rs 5.0 Lakh
4. Exemption of tender fees and EMD is applicable as per the Govt. Guidelines.
5. The successful bidder has to deposit Security Deposit which is equivalent to 5% of accepted tender value by demand draft / banker's cheque in favour of **Pay and Account Officer, NCW, New Delhi, payable at New Delhi** along with acceptance letter.
6. List of documents to be submitted by the bidders are enclosed at **Annexure-I**.
7. The format of Financial Bids is enclosed at **Annexure-II**.
8. The Scope of Work is enclosed at **Annexure-III**.
9. Interested agency (operator) may download the complete bid document from the website <http://eprocure.gov.in> or <http://ncw.nic.in>. The eligible applicants may submit their proposals online at website <http://eprocure.gov.in>.
10. **Dates to be noted:-**

S. No.	Description	Important Information
1.	Date of online publication	27.02.2023 at 06.00 PM
2.	Starting of downloading of e- tender documents	27.02.2023 at 06.00 PM
3.	Last date of seeking clarification of RFP	Up to 07.03.2023 at 3:00 PM by sending email to barnali.shome@gov.in and arun.khurana@gov.in
4.	Date, Time and venue of pre-proposal submission meeting	09.03.2023 at 11:00 AM at Conference Hall, National Commission for Women. People interested in attending the pre-proposal meeting through video

S. No.	Description	Important Information
		conference must send request to attend Video Conferencing by 3 PM of the previous day to barnali.shome@gov.in and arun.khurana@gov.in
5.	Proposal submission -Start date /time	27.02.2023 at 06.30 PM
6.	Proposal submission -End date /time	15.03.2023 at 06:00 PM
7.	Date /Time of opening of Technical proposal	16.03.2023 at 10:30 AM
8.	Date of public opening of Financial proposal	Will be intimated to the qualified applicants separately.

11. All amendments, time extension, clarifications etc. will be uploaded on the website <http://eprocure.gov.in>, <http://ncw.nic.in> and will not be published in newspaper. The agency / operator should regularly visit the website <http://ncw.nic.in> or <http://eprocure.gov.in> to keep them updated.

Yours faithfully,

B. Shome
27/2/2023
Under Secretary

Terms of Reference (TOR)

1. Introduction:

The Ministry of Women and Child Development (MWCD) in collaboration with Ministry of Development of North Eastern Region (MDONER) had constructed a five hundred bedded hostel at Jasola, New Delhi exclusively for the **women of North Eastern States** working in and around Delhi. The management of the North East Working Women Hostel has been handed over to the National Commission for Women (NCW), a Statutory Body set up under the Act of the National Commission for Women ACT, 1990 w.e.f 19.12.2022. NCW is looking for a suitably experienced agency for managing the hostel by providing appropriate level of services in terms of up keeping, cleanliness, housekeeping, security, mess facility, cafeteria, crèche, sick room and emergency medical facilities etc. by engaging suitable number / category of staff.

There are 167 living rooms apart from Kitchen, Dining Hall, Office, Wardens Room, Common Hall, Visitors Room, Library, toilets & baths etc. provided in the hostel.

The Hostel is 501 bedded with 167 living rooms and other rooms at various floors which are given as under:

Floors	Living Rooms	Other rooms
1 st Floor	32	Nil
2 nd Floor	32	Lounge area for TV
3 rd Floor	32	Lounge area for TV
4 th Floor	32	Lounge area for TV
5 th Floor	28	Lounge area for TV
Ground Floor	12	2 Nos. of Office Room, 1 Sick Room, 1 Information Room, 1 visitor's Room, 1 warden's Room, Office – cum reception area, 1 kitchen, Washing area, 1 Common Room, 1 Library, 1 Store Room
Total	168 Living Rooms (One room would be earmarked for crèche)	

2. Salient features for the management of the Hostel / Task to be carried out by the Operator:

- (i) The selected agency (operator) should be ready to manage the hostel by arranging kitchen equipments and necessary electrical and electronic

equipments to be used in the kitchen and common area and other consumable items of daily use.

- (ii) The Operator shall be required to maintain the Hostel properly and provide appropriate level of services in terms of up keeping, cleanliness, housekeeping, security, cafeteria, crèche, emergency medical facilities, sick room, lawn / landscape etc. as specified in the Scope of Work by engaging suitable number and category of staff.
- (iii) A Grievance Redressal Committee shall be set up to meet at frequent intervals to consider and resolve grievances of inmates.
- (iv) The regular bills for water, electricity and sewerage connections for subsequent time are to be paid by the Operator with effect from the date of commencement of the contract.
- (v) Electrical substation, two DG sets of 250 m KV each for power back up, two lifts, Fire equipments etc are installed in the premises of the Hostel. These shall be manned with trained staff and further maintenance and safety measures are to be carried out by the Operator including all the AMCs.
- (vi) The Operator shall be required to set up kitchen with necessary equipments, cookeries and cutleries. The Operator shall also provide other necessary electrical equipments like fridge, water cooler etc in the kitchen and common area. The electronic equipments like TV in lounges, EPBX facilities are to be provided by the Operator. The NCW shall not bear any cost for these works and shall be borne by the Operator itself.
- (vii) Furniture, Fixture, Fittings and equipments are also required to be maintained / repaired by the Operator time to time. No other items shall be provided to the Operator during the tenure of agreement. Any replacement or addition needed in future shall be done by the operator. Further, the curtains for common area (dining hall, lounge, kitchen, stores, guest room etc.) shall also be provided by the Operator. Mattress, linens, pillows and curtains of the rooms are to be arranged by each individual inmate.
- (viii) A Hostel Management Committee shall be set up to look after the overall functioning of the Hostel including Grievances Redressal and they shall meet at frequent intervals to consider and resolve grievances of inmates. *The composition of the committee will be Under Secretary (Working Women Hostel) of NCW, one representative from DONER, three representatives from inmates.*

- (ix) *The Hostel at Jasola, New Delhi is meant exclusively for the women of North Eastern States working in and around Delhi. In admission to the Hostel the Operator shall ensure preference to the applicants / inmates from the economically weaker / disadvantaged and vulnerable sections of the society from the North East Region.*

3. Eligibility Criteria

- (i) The agency should be registered under relevant law/provision of the government.
- (ii) The agency should have experience and proven track record in implementing similar work in social or hospitality sector and have at least 3 years' experience in managing Hostel / hospitality institute of not less than 100 inmates.
- (iii) The agency should have annual turnover of not less than Rs 5.00 Crores in each of proceeding three years for all the activities.
- (iv) The key position holders of the agency should be having minimum qualification of the graduation. The supervisors of housekeeping, catering and security should be minimum graduate with at – least two year experience in the relevant fields.
- (v) Preference will be given to the agency having experience in managing hospitality services suiting to requirements of people of NE Region and understands the sensitivities of the girls / women of North Eastern Region residing in New Delhi.

4. Selection Criteria:

The technical bids will be opened first through online mode. The agencies qualified in the technical bid will be considered for financial bid. The lowest bidder in financial bid will be considered for awarding the tender. The selected agency shall have to sign an agreement with the NCW.

5. Other Terms & Conditions:

- (i) The NCW reserves the right not to accept bid (s) from agency(ies) resorting to unethical practices or on whom investigation / enquiry proceedings have been initiated by Government investing Agencies / Vigilance Cell or blacklisted by any government authority.
- (ii) The NCW is not bound to accept the lowest bidder or to assign any reason for non-acceptance. Conditional bids will be rejected outright.

- (iii) The NCW reserves the right to summarily reject an offer received from any agency (ies), without any intimation to the bidder(s).
- (iv) The NCW reserves the right to withdraw / cancel the bid document at any stage.
- (v) The rent to be charged from the inmates per month will be based on the financial offer of the agency. Revision of rent may be considered after two years of the commencement of the contract period.
- (vi) The rent collected from the inmates shall be used to meet all expenses like water and electricity bills, telephone bills, office expenses, staff costs, all taxes / revenue of the land building etc other than mess and creche facilities.
- (vii) The agency can charge separately for mess facility from the inmates.
- (viii) The crèche facility is to be provided by the operator and same will be changed from the working mother.
- (xi) The Operator shall collect one month advance rent from inmates as Security Money at the time of admission of the respective inmates and the same shall be refunded by the operator at the time of final vacation of the hostel by the concerned inmates.

5. 0 Eligibility criteria of the inmates and procedure of allotment of seats in the Hostel.		
5.1	Eligibility criteria of the inmates and procedure of allotment of seats in the Hostel.	<p>The following shall be the eligibility criteria for allotment of seats in the Hostel:</p> <p>(a) The Operator shall allot seats/beds only to the women belonging to North Eastern States without any distinction with respect to State, caste, religion, marital status etc presently working or under training in Delhi area / National Capital Region, Working Women, who may be single, widowed, divorced, separated, married but whose husband or immediate family does not reside in the Delhi / NCR will be eligible to seek accommodation in the Hostel.</p> <p>(b) Preference may be given to working women from disadvantaged sections of the society and physically</p>

5. 0 Eligibility criteria of the inmates and procedure of allotment of seats in the Hostel.

		<p>challenged.</p> <p>(c) Women from NE region who are under training for job provided the total training period does not exceed one year may also be accommodated if there is vacancy available after accommodating working women.</p> <p>(d) Women from NE region who are attending short term course of study or training sponsored by respective State Governments may also be accommodated in the hostel subject to availability of seats.</p> <p>(e) Girls up to the age of 18 years and boys up to the age of 5 years, accompanying working mothers will be provided accommodation, with their mothers. Working mothers will also be able to avail of the services of the Day Care Centre, as provided under the scheme.</p> <p>(f) The working women shall be entitled to Hostel facilities provided their gross income does not exceed Rs.1, 00, 000/- consolidated (gross) per month. When the income of any working woman already residing in a Hostel exceeds the prescribed limits, she will be required to vacate the Hostel within a period of two months of crossing the income ceiling.</p> <p>(g) The rent for women under training for job shall not exceed the rent charged from the working women.</p> <p>(h) No working women will be allowed to stay in a Hostel for more than four years. In exceptional circumstances, the NCW may recommend extension of stay recording reasons in writing for some working women beyond the four years period, subject to the condition that the total stay of the</p>
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5.0 Eligibility criteria of the inmates and procedure of allotment of seats in the Hostel.

woman, with extensions, shall not exceed five years.

6.0 FINANCIAL TERMS AND CONDITIONS:

6.1	Security Deposit	Successful bidder shall deposit the Security Deposit which is equivalent to 5% of the accepted tender value along with acceptance of award of contract. The tender value shall be calculated on the basis of rent quoted per month for each inmate x 501 x 12 month x 5 years . Security Deposit shall be payable through Demand Draft / Banker's Cheque drawn at New Delhi in favour of PAO, NCW, New Delhi.
6.2	Refund of Security Deposit	The Security Deposit will be refunded without interest at the time of peaceful vacation of the premises by the Operator after providing for settlement of all dues or arrears arising out of the use of premises by the Operator.
6.3	Maintenance of records	The Operator shall maintain proper records and make it available for inspection. The Operator shall also be required to furnish the consolidated Audited Accounts / Balance Sheet, duly certified by a Chartered Accountant, of the project by the next Financial Year.
6.4	Payment of other charges by the Operator	The Operator shall deposit all the relevant tax, electricity bills, water bill, sewage bills, telephone bills, land revenue; property tax of the Hostels municipality taxes etc to the relevant authorities within the stipulated time periods. NCW shall not be liable to pay any liability.
6.5	Collection of Rent from the inmates.	<p>The rent to be charged from the inmates per month will be based on the financial offer of the agency in financial bid.</p> <p>The Operator may collect two months advance rent as security money (refundable) at the time of admission of the respective inmates.</p> <p>The rent collected shall cover expenses towards water, sewerage bills, etc office expenses, staff costs, all taxes / revenue of the land and building etc. Rent does not include</p>

		<p>electricity bill which will be levied separately from the inmates based on actual consumption of the whole Hostel building.</p> <p>Rent does not include the use of mess, crèche, washing ironing etc.</p> <p>Revision of rent may be considered after two years of the commencement of the contract period by a committee of representatives from NCW (concerned Under Secretary and PAO), DONER, Operator and representative of the inmates.</p>
6.6	Collection of Electricity Charges from the inmates.	The Operator shall collect electricity charges separately from each of the inmate of the hostel. Monthly electricity charges as per the bills of the whole building shall be collected separately from the inmates for every quarter and it shall be calculated on actual consumption by equally distributing among the inmates.
6.7	Collection of mess charges	As and when mess facility is introduced, the agency can charge separately for mess facility from the inmates. Availing the mess facility shall be optional for these inmates.
6.8	Collection of crèche charges	Rent for availing crèche facility shall be charged by the Operator from the working mothers living in the hostel.
6.9	Financial support from NCW	No subsidy or financial support will be provided to the Operator by NCW in any form after handing over the premises to the Operator.

7. Termination of the Contract.

7.1	Total tenure of contract	The contract for allotment of work shall be applicable for a period of 3 years which may be renewed for another period of 3 years on satisfactorily running of the Hostel. In exceptional circumstance, the NCW may terminate the contract by giving a three months' notice. The decision of the NCW shall be final.
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8. Submission of bids:

8.1	NCW reserves the right to terminate the bidding process	NCW reserves the right to terminate the bidding process at any stage and will not be responsible for any loss or damages that the bidder may incur in the process. The Bids can be rejected without assigning any reason. The bidding process is completed with the issue of letter of award of contract to the successful bidder by NCW.
8.2	Bids not to be entertained	Conditional and late bids shall not be entertained. Bids received online after the due date for submission of bids will not be entertained. Bids received without EMD and cost of tender document will not be entertained except MSME bidders who are exempted as per the Government guidelines.
8.3	Over writing / cutting not allowed.	No over writing / cutting / insertion in the Bid document is allowed. The Bids once submitted would be binding on the Party and any subsequent alteration / amendment will not be entertained. However, NCW may call for additional documents from bidders.
8.4	Signing and stamping of bid document.	All the pages of the Bid document must be signed and stamped by the authorized signatory of the applicant. In case of Proprietorship / Partnership firms authorized signatory shall be Proprietor / Partner of the firm and in case of company authorization from the Chairman of the Co., Copy of the Board's resolution along with attested signature of the signing authority, failing which the Bid will be treated as invalid.
8.5	Withdrawal of bid	The bidder may withdraw its bid after submission, provided that written notice of withdrawal is received by NCW at-least one day in advance, excluding the date of receipt of bid.
8.6	Date of Submission	In case the date of submission of the Technical Bids is a holiday or declared as holiday, the Bids will be opened on the

		next working day at the same time.
8.7	Corrupt or Fraudulent Practices	<p>NCW reserves the right to verify authenticity of the documents submitted as technical bid, by the applicant. NCW shall inspect the physical assets of the successful bidder / applicant as declared in the technical bid. If such an applicant is awarded the license and on a later date if it is noticed that the Operator has engaged in corrupt or fraudulent practices, in competing for or in executing the contract, the NCW may, after giving 14 days' notice to the Operator, terminate the contract. For the purpose of this Sub – Clause:</p> <p>“Corrupt practices” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution;</p> <p>“Fraudulent practice” means a misrepresentation of facts or submission of forged documents in order to influence a procurement process or the execution of a contract to the detriment of the NCW, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the administration of the benefits of free and open competition.</p>

9.0 System of awarding of Contract:

9.1	Award of contract to the lowest bidder.	<p>Contract to manage the operations of Jasola Hostel will normally be awarded to the agency quoting the lowest amount of rent (per inmate per month) in Financial Bid subject to fulfillment of the terms and conditions of the contract. The bidding will be online in two parts i.e. Technical bid and Financial bid. In case there is a tie between two or more bidders in Financial Bids – the bidder holding highest annual turnover will be considered eligible for the award of the contract. The NCW reserves the right not to accept bid</p>
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		(s) from agency (ies) resorting to unethical practices or on whom investigation / enquiry proceedings have been initiated by Government investing Agencies / Vigilance Cell or black listed by any Government Authority. The NCW is not bound to accept the lowest bidder or to assign any reason for non-acceptance. Conditional bids will be rejected outright. The NCW reserves the right to summarily reject an offer received from any agency (ies), without any intimation to the bidder(s). The NCW reserves the right to withdraw / cancel the bid document at any stage. Decision of the Competent Authority of the NCW to accept or reject any bid shall be final and binding.
9.2	Debarment of the bidders	In case the successful bidder (lowest financial bid) refuses to accept the offer of award of contract, he will be debarred from participating in the bidding process of future projects of NCW for a period of one year and his EMD (if any) will be forfeited.
9.3	Validity of bids	The financial bids submitted by the bidders will remain valid for One hundred and twenty (120) days from the date of submission of the bid.

10.0 Conditions Governing the Performance of the Operator:

10.1	Acceptance of award of Contract and submission of Security Deposit	Successful party would be required to accept the offer for award of contract along with payment of security deposit as per schedule prescribed by NCW. In case the party fails to accept the offer of award of contract, his Earnest Money Deposit (EMD) shall be forfeited by NCW. The party shall be debarred from participating in the future projects of NCW for a period of one year. The selected party would be required to deposit a sum of rupees equivalent to 5% of the value of the contract for the period of five years, the amount is calculated on the basis of rent quoted by the party for per inmate per month.
10.2	Failure to	The Operator is required to deposit all the relevant taxes –

	deposit taxes, duties, bills etc	electricity bills, water bill, sewage bills, telephone bills, land revenue, property tax of the Hostels etc, to the relevant authorities within the stipulated time periods. NCW is not liable to pay any liabilities. Suitable actions may be taken by NCW against the Operator for default as deemed fit and proper and may also lead to termination of the contract.
10.3	Execution of agreement	The successful Bidder shall be required to execute an agreement on non-judicial stamp paper at his cost before handing over of the site. Till then the terms and conditions as per this tender document and letter of award of contract shall form the binding agreement between NCW and the Operator.
10.4	Liability of MWCD.	The NCW shall not be liable for any liability arising under the labour laws or any other law of the land, incurred by the Operator.
10.5	Notice by Courier / Registered AD	In the event of any dispute or difference arising under these conditions of Contract or in connection with this Contract (except as to any matters, the decision of which is specifically provided for by these or the special conditions) the same shall be resolved by Arbitration, as per the provisions of 'The Arbitration and Conciliation Act – 1996. All questions, disputes and or differences arising under or in connection with this agreement or in touching or relating to or concerning the construction, or effect of presents (excepts as to matters the decision whereof is other-wise herein before, expressly provided for) shall be referred to the arbitration of the sole arbitrator to be nominated by the NCW on recommendation of Secretary, Department of Legal affairs, Ministry of Law and Justice, whose decision in this regard shall be final and binding on the Operator.
10.6	Entitlement of compensation	In case the Operator suffers any loss on account of its being restrained by the NCW or any competent authority for indulging in illegal activities or any contravention of any law, if shall not be entitled to any compensation whatsoever from the NCW.

10.7	Verbal or written arrangements other than the agreement	Except as otherwise provided any verbal or written Arrangements abandoning varying or supplementing this agreement or any of the terms hereof shall be deemed conditional and shall not be binding on the NCW unless until the same is endorsed on the Agreement or incorporated in a formal instrument and signed by the parties.
10.8	Liability for provision of Consumer Protection Act	The Operator accepts liability, civil and criminal for compensation / damages in accordance with provision of Consumer Protection Act, 1986 or any statutory modification of the Act or any other law for the time being in force for action occasioned by negligence, deficiency of service, imperfect or improper performance by the Operator, his workmen, servant and agents. The Operator shall indemnify the NCW administration from and against all payments made under the provision of the said Act or law including all costs, litigation costs etc. Any money which may become payable by the NCW as aforesaid shall be deemed to be money payable to the NCW by the Operator and in case of failure by the Operator to repay the NCW any money paid by it as aforesaid within seven days after the same have been demanded by the NCW. The NCW shall be entitled to recover the same from the Security Deposit or from any money due to the NCW by the Operator.
10.9	Safety management, of Building, Lift, Kitchen, Electrical Substation etc.	The electrical substation, lifts, fire equipments, electrical equipments etc are to be maintained by the Operator, Safety management of the equipments and building shall be ensured by proper surveillance and timely inspections by concerned authorities.

11.0 Events of Default:

11.1	Breach of any terms and conditions of the Contract	In the event of any breach of the said terms and conditions of the Contract, the NCW shall be entitled to forfeit the whole or the part of the Security Deposit fee besides terminating or revoking the Contract and debarring the Operator from
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		<p>participating in the future projects of the NCW and also reserves the right to impose penalties / fines for failures noticed during inspections and / or complaints from users. The decision of NCW in this regard shall be final and binding.</p>
11.2	<p>Termination of Contract on other events of default.</p>	<p>NCW shall also be entitled at any time to terminate this contract with the Operator forthwith without any notice in any of the following events:</p> <ul style="list-style-type: none"> (a) In the event of the Operator being convicted by a court of law under the provisions of criminal procedure code or any other law. (b) In the event of the Operator being a proprietor or, if a firm, any partner in the Operating firm being at any time be adjudged in solved or a receiving order or order for administration of his estate made against him or shall take any proceeding for liquidation or composition under any Insolvency Act for the time being to force or made any conveyance or assignment of his interest or enter into any agreement or composition with his creditors for suspended payment, or if the firm be dissolved under the partnership Act or, in the event of Operator being a company, if the company shall pass any resolution to be would up either compulsorily or voluntarily. (c) Repudiation of Agreement by Operator or otherwise evidence of intention not to be bound by the Agreement. (d) Failure to adhere to any of the due dates of payment specified in the terms and conditions. Immediately on the determination of this Agreement the Operator shall peacefully vacate the premises and hand over to the Government administration all articles in the custody or possession of the Operator and shall remove all his stores and effects from the said premises.

		(e) In default the NCW shall be entitled to enter and take possession of the said premises and to lock up the same or remove the furniture or other articles of the Operator that may be lying there and to dispose of the same by sale or otherwise without being liable, for any damage, and all expenses incurred in connection therewith, shall be deducted by the NCW from the rent proceeds or from the Security Deposit.
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12.0 Hygiene and Quality Control:

12.0	Collection of food samplers	NCW reserves the right to get the food samples / raw material collected and tested at approved laboratories at the cost of the Operator. The Operator shall be required to and make it available for inspection.
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13.0 Other conditions:

13.1	Payment of taxes / dues.	The Operator will be liable for payment of all taxes / duties and other liabilities in respect of the business.
13.2	Liability for compensation / damages	The Operator shall accept liability for compensation / damages under the Consumer Protection Act or any other law in respect of performance of the services or in respect of any negligence, act / omission of the Operator, his workmen, servants and agents.
13.3	Assignment of Contract	Operator shall not, without the prior consent of the NCW, assign the contract or any part thereof, or any benefit or interest therein or there under to any other person.
13.4	Compliance of instructions	The Operator shall comply with any other instructions issued by NCW from time to time within a reasonable time, as may be necessary to ensure better services.
13.5	General	The NCW reserves the right to amend any of the clauses of the agreement and also to add fresh clauses from time to time. The mutually agreed addendum in this regard shall be

		added to the agreement within 15 days of the changes made. Similarly, NCW reserves the right to extend or reduce any clause stipulated in the agreement herein above, in order to meet operational exigencies.
13.6	Eligibility and General conditions for deployment of staff for mess, medical and crèche facilities	The Operator shall engage adequate number of female staff with educational qualification of minimum matriculate with having adequate knowledge and training of child care to provide the service of preschool going children of working women of the Hostel. The Operator shall engage one female trained staff as medical attendant for providing emergency medical services besides tying up of doctor to visit the Hostel on demand.
13.7	Uniform, Health and police verifications of the staff	The Operator shall ensure that the staff deployed should wear neat and clean and proper uniform. The Operator shall ensure that the all the staff deployed in the Hostel maintain good moral standard and should not have any past criminal records and these are to be got verified by Police authority before deployment in the Hostel. The staff should undergo proper medical checkup by the Government hospitals / authority and should not suffer from any communicable diseases at the time of deployment in the Hostel. Periodic health checkup the staff shall be ensured.
13.8	Maintenance of proper record	The Operator shall maintain proper record of the working woman residing in the Hostel. It is essential that an application form duly filled and signed with inmates in recent Photographs with mobile numbers, permanent address proof, office address with phone numbers, salary slips, employer certificate, status of job (temporary or permanent), ID proof issued by the employer etc are to be maintained and kept in the safe custody. The list of mothers with children with joint photographs is also to be maintained properly in the similar manner. The Operator will also maintain records of the inmate Category – wise (married / single / widow / SC / ST / OBC / minorities / PH) and State – wise.

14.0 Force Majure :

14.1	Force Majure	In the event of any unforeseen event directly interfering with the operation of Contract arising during the currency of the Contract agreement; such as war, insurrection, restraint imposed by the Government, act of legislature or other authority, \explosion, accident, strike, riot, lock out, act of public enemy, acts of God, sabotage; the Operator shall, within a week from the commencement thereof; notify the same in writing to the NCW with reasonable evidence thereof. The Hostel shall be restored as expeditiously as possible or, as the case may be, the impediment to accessibility shall be removed as expeditiously as possible. If the said property cannot be rendered fit for occupation and use for more than thirty days, the period of Contract shall be further extended for the period during which contract was not operational.
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15.0 Arbitration :

15.1	Arbitration	In the event of any dispute or difference arising under these conditions of Contract or in connection with this Contract (except as to any matters, the decision of which is specifically provided for by these or the special conditions) the same will be resolved by Arbitration, as per the provisions of 'The Arbitration and Conciliation Act – 1996'. All questions, disputes and or differences arising under or in connection with this agreement or in touching or relating to or concerning the construction, or affect of presents (excepts as to matters the decision whereof is other-wise herein before, expressly provided for) shall be referred to the sole arbitration of the officer or person nominated by the NCW whose decision in this regard shall be final and binding on the Operator.
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16.0 Indemnification:

16.1	Indemnification	The Operator shall keep the NCW indemnified and harmless against all claims, damages, dues, payments, fines, penalties, compensations, liabilities other losses etc which may incur on account of non-compliance or violation by the selected agency or otherwise. A detailed inventory of items provided by NCW on completion of the tenure of the contract.
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17.0 Jurisdiction:

17.1	Jurisdiction	The contract shall be governed by laws of India and all government rules on procurement of services issued from time to time subject to the provisions described at Para 10.5 of the tender document, the courts at New Delhi shall have exclusive jurisdiction.
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18.0 Monitoring of the Contract:

18.1	Monitoring of the Contract	The authorized officer of the NCW will undertake quarterly inspection of the Hostel to assess overall performance of the services of the Operator. In addition, that officer of the NCW may do surprise inspections on a random basis. The Hostel Management Committee shall be set up to meet at frequent intervals to consider and resolve grievances of inmates relating to services rendered by the Operator.
18.2	Quality Control / Quality Assurance	In addition to inspections from NCW's side, the NCW will engage third party to check the Quality Control / Quality Assurance of the services rendered by the operator in time to time.
18.3	Penalty	A fine up to a maximum of Rs.10,000/- may be charged from the Operator in the event of any irregularity found during each inspection. In case of serious irregularities, the NCW may even terminate the contract.

Technical Bid

For Engagement of agency for operating of Working Women Hostel at Jasola, New Delhi.

Following documents are to be submitted by the bidder:

- (i) Certificate of Registration under relevant provision.
- (ii) The organization's profile including ownership structure, management team and relevant experience / track record in implementing similar work in social or hospitality sector with the evidence of experience of at least 3 years of managing Hostel / hospitality institute of not less than capacity of 100 inmates.
- (iii) Evidence about annual turnover and certified copies of audited balance sheet of last three years of the organization. The organization should have an Annual Turnover not less than Rs 5.00 Crores for preceding three years for all activities.
- (iv) A brief write – up on understanding of the project concept and objective with suggested components of the work costing, implementation methodology and relevant aspects of the work. The write – up should also reflect the understanding of the organization about the sensitivities of the girls / women of North Eastern Region of India residing in New Delhi.
- (v) The qualification and experience details of the key position holders of the agency as well as the supervisors of housekeeping, catering and security services to be deployed. Evidence of experience in managing hospitality services suiting to requirements of people of North Eastern Region may be furnished, if available.

Financial Bid

For Engagement of agency for operating of North East Working Women Hostel, Jasola, New Delhi.

Average rent from individual inmate per month (on 75% occupancy basis)				
Sl. No.	Particulars	Quantity	Amount (in Rs)	Amount in words
1.	Single Occupancy	1		
2.	Double Occupancy	1		
3.	Triple Occupancy	1		
		Total		

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SCOPE OF WORKS FOR THE OPERATOR

The following services are to be provided by the operator:

- (i) Maintenance to hostel and its premises, lawn, garden etc in good condition.
- (ii) Creche facilities as per requirement.
- (iii) Safety and Security Services
- (iv) Mess facilities with kitchen equipments and utensils required for the mess.
- (v) Medical attendant and first aid facility in the sick room.

House Keeping and Security Services:			
I.	Description of cleanliness	Cleaning of rooms including all furniture and fixtures, corridors, stores, toilets, staircases including anything and everything upto ceiling height and ceiling external facia, roof, pathways lawns, parks, kuccha ground, boundary walls, glass panes with suitable Eco friendly and Biodegradable cleaning chemicals, suitable hand, mechanically and electrically operated equipments / machines and specified manpower.	
II.	Standard of Housekeeping services	The Operator shall provide following standard of services with respect to housekeeping.	
		Type of Work	Frequency
		Cleaning floors, Windows internally including timber work in the rooms	Once daily
		Dusting / Cleaning of chairs, Beds Furniture in the rooms	Once daily
		Swabbing / Wet mopping entire floor	Twice daily
		Cleaning of toilets, commodes, basins, urinals in common areas	Once daily
		Washing toilet floor with detergent attached with rooms	Once daily
		Removal of stain from floor, ceiling	Once in a week

		walls, partitions, furniture and fittings	
		Garbage disposal in dustbin / spittoons	Twice daily
		Disposal of Dust, garbage, and other waste material arising from sweeping	Twice daily
		Cleaning of cobweb	Once in a month
		Cleaning of glass and other glazed portions	Twice a week
		Pest control	Once a week
		Painting of walls, Doors, Internally and externally	Once in three years.
		Painting of walls, Doors Externally with Apex / weather coat	Once in three years.
		Party maintenance	As and when required
		Operation of lifts	As and when required
		Operations of DG sets	As and when required
		Operation of pumps	As and when required
		Any other job not specified above	As and when required
III.	Description of Security Services	The Operator shall deploy adequate number of Security Guards to safe guard the Hostel premises, lawns, cafeteria etc and in and around areas of the Hostel by own or engaging suitable agency and to prevent the unauthorized entry of anybody into the Hostel in order to safeguard life and property of the Hostel from the illegal activities and trespassers to avoid using the roadside of the Hostel by unauthorized occupation by vendors or by others. The	

		Operator will develop a mechanism for maintaining problem free environment.
IV.	Standard of Security Services	<ul style="list-style-type: none"> • The Operator shall install CCTVs at various key locations within the building as well as in the premise. • The Operator shall provide proper uniform consisting of full pants, shirts, caps, and lanyard with whistle, belt, shoes, badges, identity cards, torch lights, etc to the security guards and shall ensure that their turnout is smart in all respects. • The Operator shall be responsible for the discipline of the Security Personnel employed by it. • The Operator shall provide extra security guards if desired by Government, during the period of the contract, if the situation so warrants. • The security staff shall safeguard the documents, appliances, fitting materials and property of inmates and Building. The Operator will provide round the clock security arrangements in all the days in the Hostel breaking into three shifts on 8 hourly basis without any lapse. In addition to providing security to the life and belongings, the services include patrolling of the required area at all times during day and night on 24 hours basis, giving instructions to part private vehicles at proper place, watching the movements of visitors. • The antecedents of the security guards should be duly verified by the local police and correspondingly ensured by the Operator before their deployment in the Hostel. Only able bodied, physically fit, well – trained and disciplined personnel shall be appointed for duty. Persons so deployed shall be with minimum 10th standard qualification with good moral character and shall not be below 21 years and above 55 years. They should have the experience in the security

		<p>service for a minimum period of 5 years.</p> <ul style="list-style-type: none"> • The security guards shall be vigilant so that no person shall carry away any articles belonging of inmates / Hostel out of its building, and on finding such events, he shall immediately inform the concerned officer-in-charge and act in accordance with the instructions given by him/her from time to time. • The security guards shall be vigilant so that no person without proper authority shall enter the Hostel premises. They shall protect the roadsides of the Hostel from unauthorized occupation by vendors or by others. • Senior Official of the Operator shall visit and check the Security staff periodically in different shifts and monitor their performance. A record of such visit shall be kept and shown to the Government she never required. • The Operator shall be responsible for all acts or omission of the employees in relation to unsets directly handed over the personally guarded by the security staff. In cases of any theft / pilferage of any property belonging to the inmates / office building the concerned security – in – charge of the Operator will immediately register complaints with the police and inform the government for immediate follow – up investigation. It will be the responsibility of the Operator to pursue the matter with the police with the assistance of the concerned officer of the Government. • If any of the security guard provided in the Hostel is found indulging in any undesirable or unfair activities in the premises of the office, the Operator will be solely responsible for all the consequences apart from the action of Government to lodge complaints before
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		<p>the appropriate authorities.</p> <ul style="list-style-type: none"> • The security staff engaged by the Operator shall be in the employment of the Security Agency which has provided the security staff. The Operator shall be responsible for payment of wages as minimum wages as prescribed / revised from time to time by the State Government and such other service benefits to its personnel posted. • Any cost of loss/damage caused to the Hostel property due to negligence of security staff shall be recovered from the Operator.
Mess / Catering Services:		
V.	Standard of Catering Services	<ul style="list-style-type: none"> • The Operator shall provide mess facility by setting up of kitchen immediately from the date of contract agreement in force. The Operator shall provide a variety of vegetarian and non-vegetarian food items and beverages so as to cater to Working Women of North Eastern States. • The catering services provided should be compliant to the manual on Food Hygiene and the Hazard Analysis and Critical Control Point (HACCP) guidelines, Obtaining HACCP certificate for kitchen area shall be desirable. • Quality of staff: staff should be well trained, groomed and properly uniformed. • Every food handler should have medical checkup and provide medical fitness certificate. • The following items shall not be sold, namely – tobacco products, wine, beer or any other alcoholic drinks or any other item prohibited by Law.
Creche facility		
VI.	Description of	The Operator shall provide Creche facility. The Operator would deploy adequate female staff to operate crèche for the

	Creche	pre-school children of the working mothers living in the Hostel. No children from outside shall be permitted to avail crèche facility.
Emergency Medical Facility		
VII.	Description of Medical facility	The Operator shall provide Medical First and arrangement to reach doctor / hospital in case of need / emergency. Operator shall maintain one sick room with a trained female medial attendant. The medical attendant will provide emergency medical services to the inmates. The facility for making available of doctor on call on payment basis to attend the sick inmate at Hostel shall also to be provided.