

NORTH EASTERN ELECTRIC POWER CORPORATION LIMITED
(Mini Ratna, Category-I, Government of India Enterprise)



NIB No.NEEPCO/ND-29/409

Dated 31/8/2018

DETAILED BID DOCUMENT

For

**Tender for Security & House Keeping Services for
NEEPCO Office,
New Delhi**

Co-Ordination Office, NEEPCO Ltd.,
15, NBCCTower, Bhikaji Cama Place, New Delhi -110066

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The Detailed Bid Document comprises of the following 4(four) Parts:-

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Part-III	General Conditions of Contract
Part-IV	Price Schedule



NORTH EASTERN ELECTRIC POWER CORPORATION LIMITED

(Mini Ratna, Category-I, Government of India Enterprise)

CIN No. U40101ML1976GOI001658, Website: www.neepco.co.in

**CO-ORDINATION OFFICE, 15 NBCC TOWER
BHIKAJI CAMA PLACE
NEW DELHI-110066**

NIB NO. NEEPCO/ND-29/409 DATED 31/08/2018

DETAIL NOTICE INVITING BIDS (E-TENDER)

(Domestic Competitive Bidding)

North Eastern Electric Power Corporation Ltd (NEEPCO), (A Government of India Undertaking) having its Coordination Office at 15, NBCC Tower, Bhikaji Cama Place, U.G. Floor, New Delhi -110066 invites bides from eligible and reputed Security & House- Keeping Agencies for a period of one year from the date of initiation of contract, to safeguard NEEPCO,s properties (i.e. building, equipments, materials) staff working including monitoring and surveillance of the office premises, parking and to maintain cleanliness in all areas of office space, pantry, washrooms, utility rooms as per schedule. The agency should have minimum experience of 3 (three) years in providing similar services to Govt., PSUs, Ministries, Academic & Educational Institutes only.

2. BIDDING PROCEDURE:

The Bidder shall submit Bids under Single-Stage Two-Envelope bidding system through online as follows. Bidder failing to submit the documents as specified will be summarily rejected :

TECHNICAL BID (ENVELOPE -1):

It shall contain the following:

- Brief profile of the bidder/applicant.
- Acceptance letter for un-conditional acceptance of the Bid conditions as per Performa given at **ANNEXURE-1**, Part-III of Detailed Bid Document.
- Confirmation by the bidder/ applicant (on the format placed at **ANNEXURE-2**, Part-III of Detailed Bid Document), duly signed and stamped by the Authorised representative.
- Documents as per check list (**ANNEXURE-3**, Part-III of Detailed Bid Document).
- Bidder shall be the proprietor of the firm.
- Proof of payment made (i.e. e-receipt of money paid) towards Bid fee.
- Any other information as required to be submitted by bidders along with the bid in accordance with the Instruction to Bidders and the Addenda, if any including all supporting documentation, as part of his Technical Bid.

PRICE BID (ENVELOPE-2): It shall contain Price Bid. Price Bids of only those Bidders who qualify in Technical evaluation shall be opened.

3. PERIOD OF CONTRACT:

Period of contract shall be 1 (one) year from the date of issue of Letter of Intent (LOI) with an option of renewal/extension on mutually agreed rates.

4. GENERAL CONDITIONS OF THE CONTRACT:-

1. NEEPCO does not bind itself to accept the lowest or any other tender and reserves the right to reject any or all the tenders. Tenders in which any of the prescribed conditions are not fulfilled, shall be summarily rejected.
2. Canvassing whether directly or indirectly, in connection with the tender is strictly prohibited and the tenders submitted by the Contractors who resort to canvassing will be liable to rejection.
3. The Contractor shall provide experienced manpower. He shall ensure discipline amongst his staff and restrict unnecessary movement/assembly of their personnel in premises etc. The Contractor shall ensure proper supervision of the duties of his staff through his own supervisor.
4. The Contractor will supply fresh sets of uniform/badges, Identity cards who shall wear the same while on work and also keep their uniform clean and one set of recent passport size photograph for records each of his employee.
5. The Contractor shall be responsible for the conduct/integrity of his personnel and will also be responsible for any act of omission and commission on their part. He will vouch for their character & integrity. He shall submit police verification reports along with the photographs and the detailed particulars of the staff provided to NEEPCO.
6. The successful tenderer shall be fully responsible and comply with all Act, Law under CL (R&A) Act 1970 and EPF & ESIC Act, Payments of Wages Act, Minimum Wages Act or other Statutory Rules, regulations with their latest amendments, by-laws applicable with regard to the performance of the work included herein or touching this Contract, from time to time and take such necessary steps as may be deemed necessary in this regard. **The tenderer shall submit a monthly report containing the details of EPF & ESI deducted and credited into individual's account with appropriate/concerned department as a Proof.** If it is noticed at any stage that EPF & ESI of any individual has not been credited properly, this department will not take any responsibility for this lapse. The tenderer will bear all the consequences, whatsoever, of the same.
7. The successful tenderer will accept full and exclusive responsibility for disbursement of full wages and other obligations referred to under the law now and hereafter imposed by State Govt./Local Bodies for the person(s) deployed by him. The successful tenderer should accept full and exclusive responsibility of insurance of the persons deployed by him.

8. The successful tenderer shall make regular and full payment of wages, salaries and other payment if any, due to his employee(s) and furnish necessary proof.
9. NEEPCO will have no liability whatsoever concerning the persons deployed by the tenderer for any purpose. The successful tenderer shall keep that the NEEPCO indemnified against all losses or damages or liability arising out of or imposed in the course of employment of person(s) by him or for any violation of such Acts, Laws of Regulations etc. by him/her, his/her agent or his/her staff.
10. The successful tenderer shall be solely responsible for setting/resolving any dispute/claim of his/her personnel during the pendency of the Contract. No liability shall accrue to NEEPCO under any circumstances even after expiry of the contract. No claim for continuity for service under contract or other wise will be entertained by NEEPCO.
11. The tenderer shall be responsible for payment of any compensation/settlement of any liability arising out of any death or injury caused to the persons employed by him for rendering the jobs on contract under the agreement, either under the Workmen Compensation Act or any Act in force at that time.
12. The Tenderer shall at their cost take necessary insurance cover in respect of his employee(s) and other persons employed or engaged in connection with the process of rendering the aforesaid job. The tenderer shall also comply with the provisions of relevant Acts viz Employee State Insurance Act, Workmen's Compensation Act, Wages Act, Contract Labour (Regulations and Abolition) Act and the Employee's Provident Fund and Miscellaneous Provisions Act, 1952 and the rules made there under and as modified from time to time.
13. The tenderer should deploy his authorized representative for effective and proper supervision of the maintenance and upkeep jobs under the contract.
14. Tenderer shall not sub-let or sub-contract any part of this contract/job without the expressed written consent of NEEPCO. The Contractor shall also be responsible for any act of omission or commission on the part of his supervisors/workers. Any damage done/caused to the existing structure/furniture/fitting/equipment by the workers of the Contractor Agency shall be got rectified by the Contractor at his own risk and cost.
15. The decision of the authorized officials of NEEPCO regarding the satisfactory standard of Housekeeping shall be final and binding on the Contractor. The Contractor shall comply with the monitoring mechanism/system as advised by NEEPCO.
16. Firm should have GSTIN Registration.

5. SCOPE OF WORK FOR SECURITY STAFF

The contractor shall have to provide round-the-clock security services in the office of NEEPCO located at 15, NBCC Tower, Bhikaji Cama Place, UG Floor,e, New Delhi -110066 Complex and also be responsible for front desk entry and exit

The agency shall ensure protection of the personnel & property of the guest house prevent trespass with/without arms, perform watch and ward functions including night patrol on

the various points and to prevent the entry of anti-social elements, unauthorized persons and unauthorized vehicle.

1. The Security Agency will be responsible for overall Security arrangements of the office covered in the contract.
2. The Security Agency will ensure that all instructions of the administration are strictly followed and there is no lapse of any kind.
3. No items are allowed to be taken out without proper Gate Passes issued by the competent officers as laid down in the contract or authorized by office Administration for in-out movement of stores. The specimen signatures and telephone numbers of the above stated officers will be available with the Security personnel.
4. To allow entry to visitors, only after an entry has been made in the registrar at the entry gate.
5. To prevent the entry of stray dogs, cattle's antisocial elements, unauthorized persons and vehicles into the building.
6. Deployment of Guards will be as per the instructions of the authorities of the office from time to time and the Security agency will be responsible for their optimum utilization.
7. To prevent unauthorized entry. The Security personnel should be able to categorize the legitimate visitors without causing any embarrassment to them
8. The Guards on duty will also take care of vehicles, scooters/motor cycles/bicycles parked in the parking space..
9. The Security Guards/Supervisors should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire fighting material available on the spot. They will also help the fire fighting staff in extinguishing the fire or in any other natural calamities.
10. The Security Guard on duty shall not leave the premises until his reliever reports for duty.
11. Any other duties/responsibilities assigned by the NEEPCO Administration may be incorporated in the agreement. The same shall also be binding on the contractor.
12. The guards will also take round of the backside of all important and sensitive points as specified by the Authorised Officer.
13. The Security guards engaged should ensure that the flowers, plants, etc are not damaged either by the staff or by outsiders.
14. The Security guards will be responsible for off and on of Generator Set as and when required.

6. SCOPE OF WORK FOR HOUSE-KEEPING

1. House-Keeping Services :: BASIC DETAILS

Sl no	Particulars	
1	Assigned Location	15, NBCC TOWER, UPPER GROUND FLOOR, BHILAJI CAMA PLACE NEW DELHI
2	Total Sitting capacity area	8 numbers of Cabins, 1 conference room, 1 Pantry, 1 Visitors' room, 1 Reception and 1 no. Cubical Workstation (Total Area Approx 510 sq. mtr)
3	Floor	Entire floor having Marble-stones tiles
4	Furniture	Made of PUC body with high glossing finishing materials which are required to be cleaned by dry dusters without using and liquid materials/ water
5	Toilets	(i) 1 no. General toilet with 3 urinals, 2 WC and 2 Washbasins (ii) 1. Gents Toilet with 1 WC, 1 Urinal and 1 Washbasin (iii) 1 Gents toilet with 1 WC and 1 Washbasin (iv) 1 Ladies Toilet with 1 WC and 1 Wash basin.

2. House-Keeping Services :: Deployment Pattern

Sl no	Category	Nos.	Pattern	Day	Timing	Remarks
1	House-keeping boys (Preferably 1 lady)	4	8 hours	Day	9 AM TO 5 PM	Will clean all the surfaces, floor, toilets, glasses etc.
2	Pantry boys (One cook)	1	8 hours	Day	9 AM TO 5 PM	Will be looking after the cooking
3	Steward	1	8 hours	Day	9 AM TO 5 PM	He will take care of the kitchen, serving tea, lunch etc

- **NOTE :: THE TABLE-TOP FURNITURE IN THE OFFICE PREMISES IS MADE OF VENER WITH HIGH GLOSS PU FINISH MATERIALS. THEREFORE UTMOST CARE MUST BE TAKEN TO CLEAN THOSE FURNITURES.**
- **THE PARTITIONS ARE MOSTLY GLASS INCLUDING EXTERIOR WALLS WITH THERMAL BREAK GLASS PARTITIONS.**

General Instructions :

1. The initial sweeping and moping of all the areas shall be completed by 9.00 AM on all working days, failing which a monetary penalty of Rs. 500/- per day shall be recovered from the contractor's bill in respect of each floor. The corridors will be moped twice a day.
 2. The toilets will be cleaned at every hour from 9.00 AM to 5.00 PM daily. The Contractor should provide 1 (one) full time worker for the toilets. He will ensure the cleanliness of toilets at regular intervals failing which a penalty @ Rs. 500/- on each occasion per day shall be levied and the same would be deducted from the monthly bill.
 3. In general the services are to be provided on all working days and Saturdays except Sundays and National holidays. However, in case of any urgent meetings or occasion falling on holidays, the contractor shall be informed in advance and services are to be provided without additional cost.
 4. As far as possible, the contractor shall not frequently change the personnel deployed on cleanliness etc. A penalty @ Rs.500/- on each occasion for each person shall be recovered from the contractor's bill, if any worker is found missing /absent from any toilet / corridor as aforesaid. An attendance sheet will be signed by worker and supervisor in the morning and evening daily.
 5. It will be ensured that appropriate type of cleaning materials suited for the cleaning of tiles, floors and stone surfaces and PVC / PU surfaces etc are used. Any damaged caused to the property of the building / floor due to unsuitable / harmful cleaning materials or due to negligence on the part of the workers of the contractor will be liable to be compensated by the Contractor.
 6. The Contractor shall be responsible for the conduct / integrity of persons deputed for cleaning work in the building and will be responsible for any act of omissions and commission their part. He will vouch for their character and integrity.
 7. The contractor shall supply fresh sets of uniforms/badges, identitycards, shoes to all personnel who shall wear the same while on work and also keep their uniform neat and clean. If any employee is found without uniform a penalty @ Rs.500/- per person per day shall be recovered from contractor's bill.
 8. The list of the consumable materials (of standard quality only) to be used by the agency on daily basis is given AT Annexure-4. It may **be mentioned that the list is illustrative and not exhaustive.**
- **GARBAGE COLLECTION**
 - ☐ Collection & disposal of all garbage on regular basis at least once in a day including through incinerator services.
 - ☐ Maintain hygiene in the premises by routine garbage collection & disposal by safe & secured manner.
 - **Pest Control**
 - **Its is the sole responsibility of the contractor to do Pest control measures quarterly**

7. PROVISION OF MANPOWER

1. Manpower deployed by the Contractor will perform duties as per schedule of NEEPCO.
2. The Contractor will be liable to comply any instructions/order given in written or verbal for better and efficient services.

8. The procedures for registration in the e-tendering portal are as under:

Step-1: Payment of **Registration fee, Bid Fee, EMD** etc shall be made through **State Bank Collect (SB Collect)**. Accordingly, the bidder is to visit the web page **<https://www.onlinesbi.com/prelogin/institutiontypedisplay.htm>** on any internet browser.

Step-2: For making payment of **Registration fee**, bidders have to invariably select "**ALL India**" from "**State of Corporate/Institution**" irrespective of location of the sites/projects/plants/establishments where tenders are invited and then select "**PSU**" from "**Type of Corporate/Institution**" and click "GO".

For payment of **Bid fee and EMD** etc., bidders shall select the respective States i.e. Assam, Arunachal Pradesh, Mizoram, Nagaland, Tripura, West Bengal, National Capital Territory of Delhi, whichever is applicable from "**State of Corporate/Institution**" and then select "**PSU**" from "**Type of Corporate/Institution**" and click "GO".

Step-3: In the new screen, select PSU Name as "**North Eastern Electric Power Corporation Limited**" and Submit.

Step-4: In the new screen, select Payment Category as "**SHILLONG- PARTIES**" for payment of Registration fee for all the intending bidders, and also for payment of Bid fee, EMD etc.

Step-5: The screen will navigate further to the form of payments, the bidder has to fill all the required information for the payment. Under "**Short Details of Payment**", the bidder shall categorically indicate the type of payment viz: **Registration fee, Bid fee, EMD etc. and the NIB No. (Example for payment of EMD against NIB No. XX, the bidder has to fill under this option as "Bid fee or EMD for NIB No. XX), whichever is applicable.**

Step-6: In the new screen, check the details of payment and click "**CONFIRM**", if all the details are correct.

Step-7: Then select the type of banking from "**Multi Option Payment System**" available in the screen and make payment.

Step-8: After successful transaction of payment, receipts may be generated from Reports - i.e. SB Collect (Request Report/ Download Report). This system generated receipt shall be downloaded and send it to **neepconewdelhi@gmail.com** and same shall also be uploaded in the e-tendering portal of NEEPCO required as per bid document.

Step-9: After payment of bidder Registration fee, the system generated payment receipt should be sent along with the bidder's details at e-mail id: contract_neepco@yahoo.com to advise the service provider for approval of the Bidder. Bidders may contact Sri S.Bezboruah Senior Manager (HR),NEEPCO, NewDelhi, Mobile No. +91-9868895593, to get confirmation regarding receipt of bidder registration fee.

Step-10: After successful payment, the bidder has to map the digital certificate (Class-II or Class-III Signing & Encryption Certificate) with hid login-id as per the name of the registered company for approval process. For registration and Digital Certificate, the bidders may contact the Service Provider at:

Mr Himalaya Vaishnav

e-Procurement Technologies Ltd., Ahmedabad

Phone No. +91-7940016866/38/21/18

Mobile No. +91-9099090830

E-mail: info@abcprocure.com

However, bidders are free to obtain Digital Signature Certificate from any other certification agencies appointed by the Controller of Certification Agencies (CCA) under the provision of IT Act, 2000.

Step-11: On approval of the bidder in the system, e-mail will be sent by the Service Provider to the Company/Bidder regarding their bidder profile activation. The registration is valid for one year once bidder profile is activated.

Bidder Registration Fee:

The fees for Bidder Registration in the portal <https://neepco.abcprocure.com> is Rs. 3000.00 (Indian Rupees three thousand only) per year (Non-refundable).

For any clarification related to terms and conditions of Bid Document, bidders are requested to forward e-mail clearly stating their queries to tendering authority at e-mail id: neepconewdelhi@gmail.com. Bidders may contact in regard to the relevant NIB at 9910339978.

For any clarification related to procedure for bid submission, online furnishing of clarification in e-procurement portal etc., bidders may contact e-Procurement Technologies Ltd. (Service Provider) having the following contact details:

e-Procurement Technologies Ltd

A - 201-208, Wall Street - II / Opp. Orient Club

Nr. Gujarat College / Ellisbridge

Ahmedabad - 380015.

Gujarat, India

Tel : +91-79-40270564/ 563/ 555/ 507/ 548

Cell: +91-9265562825/ 9374519729/ 9377988119

E-mail ID: support.neepco@eptl.in, pankesh@eptl.in

All the bidders are requested to get themselves registered well in advance and no extra time will be considered for submission of bids for the delay in online Bidder Registration, if any.

8.1 Bid Fee:

Bidders shall make payment of non-refundable bid fee of Rs. 500/- (Rupees five hundred) as mentioned above. The Bidders shall clearly indicate the NIB No. against which the bid fee is made at the above account. It shall be made through SBI Collect

EMD Fee : Bidders shall make payment of Rs. 20,000/- (Rupees Twenty Thousand only) as mentioned above. The Bidders shall clearly indicate the NIB No. against which the EMD is made at the above account. It shall be made through SBI Collect

8.2 For any clarification related to terms and conditions of Bid Document, bidders are requested to forward e-mail clearly stating their queries to tendering authority at e-mail id:neepconewdelhi@gmail.com

9. Submission and Opening of Bids:

9.1 Bidders shall prepare and submit their bids online in <https://neepco.abcprocure.com> as per timeline mentioned in Clause 10 below. Online bidding forms will be available in the above website. Submission of online bids is mandatory for consideration of the bids by NEEPCO.

9.2 Bidders may view the tender opening results of Technical and Price Bids in <https://neepco.abcprocure.com> by marking their presence for online tender opening.

10. Bid validity:

120 (one hundred twenty) days from the date of opening of Technical Bids.

11. Tender timeline:

Date & time of commencement of downloading of Detailed Bid Document from https://neepco.abcprocure.com :	11.00 Hrs. of 06/09/2018
End date & time for downloading of Detailed Bid Document:	12.00 Hrs. of 24/09/2018
Last date & time for receipt of online bids:	14.00 Hrs. of 24/09/2018
Date & time of online opening of Technical	16.00 Hrs. of 24/09/2018

bids:	
Date & time of online opening of Price bids:	To be intimated later on to only those Bidders, who qualify in Technical evaluation.
Reverse Bidding	To be intimated later after opening of price bid

In the event the date for receipt of offline documents and date of opening of bids are declared as a closed holiday for NEEPCO then the date of submission of offline documents and opening of Bids will be the next following working day at the appointed times.

12. Bidders are requested to visit <https://neepco.abcprocure.com>, NEEPCO website <http://www.neepco.co.in> and Central Public Procurement portal <http://www.eprocure.gov.in> regularly for any subsequent notice of Addendum/ Corrigendum to this Notice Inviting Bids.
13. The bidders are requested to adhere to the following:
 - i) Obtain individual Organization Digital Signature Certificate (DSC or DC) well in advance of bid submission deadline on Electronic Tendering System (ETS).
 - ii) Register your organization on ETS well in advance to comply with the stipulated tender timeline.
 - iii) Get your organization's concerned executives trained on ETS well in advance to comply with the stipulated tender timeline.
 - iv) There could be last minute problems due to internet timeout, breakdown, etc. Accordingly, the bidders are requested to submit the bid through online e-tendering system well before the bid submission end date and time as per Server System Clock. The Corporation shall not be responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.
14. NEEPCO reserves the right to extend the last date and time for submission of Bid.
15. Submission of bids shall not automatically construe qualification for evaluation. NEEPCO reserves the right to reject any or all bids, or to annul the bidding process without thereby incurring any liability to the affected bidders, nor does it have any obligation to inform the bidders of the ground for the action of NEEPCO.

PART-II: INSTRUCTION TO BIDDERS

1 GENERAL

1.1 SCOPE OF BID

North Eastern Electric Power Corporation Ltd (NEEPCO), (A Government of India Undertaking) having its Coordination Office at 15, NBCC Tower, Bhikaji Cama Place, U.G. Floor, New Delhi -110066 invites bids from eligible and reputed Security & House-Keeping Agencies for a period of one year from the date of initiation of contract, to safeguard NEEPCO,s properties (i.e. building, equipments, materials) staff working including monitoring and surveillance of the office premises, parking and to maintain cleanliness in all areas of office space, pantry, washrooms, utility rooms as per schedule. The agency should have minimum experience of 3 (three) years in providing similar services to Govt., PSUs, Ministries, Academic & Educational Institutes only.

1.2 SYSTEM DETAILS:

The tender for this work will be processed through e-Procurement System. For downloading Detailed Bid Document and submission of bids, Bidders are requested to visit <https://neepco.abcprocure.com> as detailed in this section of the Detailed Bid Document.

For any clarification related to terms and conditions of Bid Document, bidders are requested to forward e-mail clearly stating their queries to tendering authority at e-mail id: contract_neepco@yahoo.com For any clarification related to e-procurement registration system in NEEPCO's e-tendering portal registration Bidders may contact Sri N. Kithan, Manager(C), Mobile No. +919436306773 to get confirmation on receipt of bidder registration fee, bid fee.

For clarifications on using e-procurement system by the Bidders which includes vendor registration, procedure for submission of online bids in the e-tendering portal, bidders may contact e-Procurement Technologies Ltd. (Service Provider) having the following contact details:

e-Procurement Technologies Ltd.

A - 201-208, Wall Street - II / Opp. Orient Club

Nr. Gujarat College / Ellisbridge

Ahmedabad – 380015

Gujarat, India

Tel: +91-79-40016802 – 77

Cell: +91-9374519754 | 9377988119 |

E-Mail: Support@abcProcure.com, hemang.patel@procuretiger.com

2. ELIGIBLE BIDDERS:

This invitation to Bid is open to all as indicated in the Detail NIB, subject to the following:

- a) Participation is not allowed, if the Bidder is legally barred from the procurement process in India on the grounds of previous violations of regulations on fraud and corruption.
- b) Bidder shall provide such evidence of their continued eligibility satisfactory to the Corporation as the Corporation shall reasonably request.
- c) Bidder shall only be the proprietor or owner of the firm.

3. DISQUALIFICATION/ INELIGIBILITY OF BIDDERS:

The Bidders may be disqualified if they either directly in its own name or indirectly in any other name in carrying out of its business have:

- (a) been chargesheeted by any Investigating Agencies of Central/State Government or if any Criminal, Fraud, Corruption Cases or Charges that may be proceeding against them in a Court of Law as on the latest date of submission of Bid.
- (b) been involved in the Corrupt or Fraudulent or collusive or coercive Practices as defined in Clause 18.2(ii)
- (c) made misleading or false representation(s) in the forms, statements and attachments submitted in proof of the qualification requirements.

A self-certified declaration to this effect (Sl. a, b and c above) that the bidders have not been charged/indicted by any investigating agencies of Central/State Government, under prosecution or trial on charges of criminal, fraud, corruption in a court of law shall be submitted by the bidders.

4. ONE BID PER BIDDER:

Each Bidder shall submit only one Bid. A Bidder who submits or participates in more than one Bid will be disqualified.

5. COST OF BIDDING:

Bidders shall bear all costs for preparation and submission of its Bids, and the Corporation will, in no case, be responsible or liable for such costs incurred by the Bidders, regardless of the conduct or outcome of the bidding process.

6. CLARIFICATION OF BID DOCUMENT:

- i) Before the opening of Bids, the Corporation may modify the detailed Bid Document by issuing Addenda/Corrigenda, as considered necessary.
- ii) Any Addendum/Corrigendum thus issued shall form part of the Detailed Bid Document and shall be hosted in the portal <https://neepco.abcprocure.com>. Information on issue of such Addendum/Corrigendum shall also be made available in NEEPCO website www.neepco.co.in and Central Public Procurement portal <http://www.eprocure.gov.in>.
- iii) The Corporation may extend the date of submission and opening of Bid by issuing an Addendum/Corrigendum, if required, which shall form part of the Detailed Bid Document.
- iv) Bidders may seek clarification, if any on the Detailed Bid Document. Such request for clarification /queries shall be submitted in writing and transmitted by post / fax/ e-mail at the NEEPCO's mailing address: neepconewdelhi@gmail.com so as to reach the Corporation not later than 7(seven) days before the latest date of submission of Bids. Purchaser's response/clarification/reply to such queries (but without identifying the source of inquiry) shall be hosted in the portal <https://neepco.abcprocure.com>, www.neepco.co.in and <http://www.eprocure.gov.in> not later than 7(seven) days before the latest date of submission of Bids.
- v) Any modification of the Detailed Bid Document, which may become necessary and/or required to be incorporated as a result of the purchaser's response to Bidder's queries, shall be made by the Corporation exclusively through the issue of an addendum/corrigendum pursuant to Clause-6(i), 6(ii) and 6(iii) above.

7. BIDDING DOCUMENTS:

7.1 CONTENT OF BID DOCUMENTS:

The Detailed Bid Document shall comprise of the following documents, including Corrigenda/ Addenda issued in accordance with Clause 6 above.

Part-I	Detail Notice Inviting Bids
Part-II	Instruction to Bidders
Part-III	General Conditions of Contract
Part-IV	Price Schedule

8. PREPARATION OF BID:

- a) Language of BID: The Bid prepared by Bidders and all correspondences and document relating to the Bid exchanged by the Bidder and the Purchaser shall be in English only. Supporting documents and printed literature that are part of the Application may be in another language, provided they are accompanied by an accurate translation of the relevant passages into the English language and certified by approved/recognized English translator, in which case, for purposes of interpretation of the Bid and for all future purposes, the translation shall govern.
- b) Bidders shall prepare and submit their bids online in <https://neepco.abcprocure.com>. Online Bid forms will be available in the above website. Bid documents can be downloaded from this website after vendor registration fee as mentioned in this Part of Bid Document.
- c) In the online bid submission, bidders will submit their Bids as per Bidding forms using their digital signatures.
- d) Bids must contain name and places of business of the person or persons making the bid.
- e) Every page of the bid must be signed and sealed by the duly authorised representative of the Bidder with his usual signature before scanning and uploading. The names of all persons signing should also be typed or printed below the signature.
- f) A bid by a person who affixes to his signature the word 'President', 'Managing Director', 'Secretary', 'Agent' or other designation without disclosing the details concerning the principal on whose authority he is signing the bid is liable to be rejected.
- g) Satisfactory evidence of authority of the person(s) signing on behalf of the Bidder shall invariably be furnished with the bid.
- h) The Bidder's name stated on the proposal shall be the exact legal name of the company/firm.
- i) Erasures or other changes in the Detailed Bid Document, including the proposal documents, shall be over the initials of the persons signing the bid. Bids not confirming to the above requirements of signing are liable to be rejected.

9. INFORMATION TO BE INCLUDED IN THE BID:

9.1 MODE OF SUBMISSION:

The Bidder shall submit Bids under Single-Stage Two-Envelope bidding system through online as follows:

9.1.1 TECHNICAL BID (ENVELOPE -1):

The Bidder shall submit online the following documents/information along with their Bids, failing which the Bid shall be treated as incomplete and non-responsive.

- Brief profile of the bidder/applicant.
- Acceptance letter for un-conditional acceptance of the Bid conditions as per Performa given at **ANNEXURE-1**, Part-III of Detailed Bid Document.
- Confirmation by the bidder/ applicant (on the format placed at **ANNEXURE-2**, Part-III of Detailed Bid Document), duly signed and stamped by the Legal owner(s)/ Lease Holder(s) of property.
- Documents as per check list (**ANNEXURE-3**, Part-III of Detailed Bid Document)
- Proof of payment made (i.e. e-receipt of money paid) towards Bid fee, EMD.
- Any other information as required to be submitted by bidders along with the bid in accordance with the Instruction to Bidders and the Addenda, if any including all supporting documentation, as part of his Technical Bid.

Bidders shall submit/ upload online under Technical Bids all the above required information/ documents, duly filled up, wherever applicable, signed & stamped on each and every page by the Bidder.

9.1.2 PRICE BID (ENVELOPE-2):

Bidder shall submit “Price Schedule” as provided under “Part-IV”: Price Schedule” of Bid document in electronic form under “**PRICE BID (ENVELOPE-2)**” on the portal only in conformity with this Part and other relevant terms and conditions of Bid Document.

- 9.2 The Corporation reserves the right to request for any additional information and also reserves the right to reject the proposal of any bidder if, in the opinion of Corporation, the qualification data furnished by the bidder is incomplete or the bidder is found to be not qualified to satisfactorily render the services.
- 9.3 NEEPCO reserves the right to verify all the requirements/ documents as stipulated in Bid document.
- 9.4 In case any of the information furnished by the bidder is found to be false/ misrepresented in the bidding process, then the bid will be cancelled and banning of the concerned bidder for participating in future tenders.

10. BID PRICE:

- i) The bidder shall quote rates online as described in Price Schedule (Part-IV) of Detailed Bid Document. The bidders not quoting the rate in online Price Schedule are liable for rejection.
- ii) Aftyer evaluating of price bid, reverse bidding will be done.

11. CURRENCIES OF BID AND PAYMENTS:

The Bidder shall quote the unit rates and prices entirely in Indian Currency (INR) and all payment shall be made in Indian Currency (INR).

13. BID VALIDITY:

- i) Bids shall remain valid for the period of 120 (one hundred twenty) days from the date of opening of Technical bids.
- ii) The Corporation may request the Bidders to extend the period of validity of Bid for a specified additional period. The request and the Bidders' responses shall be made in writing or by Fax/cable/e-mail. A Bidder may refuse the request. A Bidder agreeing to the request will not be required or permitted to otherwise modify his Bid, but will be required to extend the validity of Bid for the period of the extension.

14. SIGNING AND SUBMISSION OF BID:

- (i) Bidders shall prepare and submit their bids online in <https://neepco.abcprocure.com> by signing and sealing every page of the bid by the duly authorised representative of the Bidder with his usual signature before scanning and uploading. Online bidding forms will be available in the above website. The Detailed Bid Document can be downloaded from this website after vendor registration and payment of bid fee as mentioned in this Part of Detailed Bid Document.
- (ii) In the online bid submission, bidders will submit their Technical Bids and Price Bids using their digital signatures.

15. DEADLINE FOR SUBMISSION OF BIDS:

- i) The Bids shall be submitted online as per timeline contained in Clause 11 of Detailed NIB.
 - ii) The Corporation may extend the date for submission and opening of Bids by issuing a corrigendum in accordance with Clause-6 of this Part and the Bidders shall comply with this.
15. The bidders are requested to submit the Bid through online e-tendering system well before the Bid submission end date and time (as per server system clock). The

Corporation shall not be responsible for any sort of delay or the difficulties faced during the submission of Bids online by the bidders at the eleventh hour.

12. MODIFICATION, SUBSTITUTION AND WITHDRAWAL OF BIDS:

- i) The Bidder may modify, substitute, or withdraw his bid after its submission but in any case before the official deadline for submission as per the provisions at the portal.
- ii) Any alteration/modification in the Bid or additional information supplied subsequently to the Bid due date and time, shall be disregarded.

13. OPENING AND EVALUATION

18.1 BID OPENING:

- i) The Technical Bids will be opened online on the appointed date and time as stipulated in Detail Notice Inviting Bids.

The Price Bids shall be opened online only of those Bidders whose Technical Bids have been evaluated as acceptable. The date and time of opening of Price Bids shall be intimated to the respective qualified bidders by the Corporation in due course of time after completion of evaluation of Technical bids.

- ii) The Bids of the Bidders would be analyzed and evaluate the Bids in terms of the requirements of Detailed Bid Document.
- iii) Reverse bidding may be done after price bid opening. The bidder whose price bid have been opened may require to participate in the Reverse Auction event. NEEPCO reserves the right to go for Reverse Auction process to finalize the tender or may finalize the tender without Reverse Auction.
- iv) Bidders may view the tender opening results in <https://neepco.abcprocure.com> by marking their presence for online tender opening.

18.2 PROCESS TO BE CONFIDENTIAL:

Information relating to the examination, clarification, evaluation and comparison of BIDs and recommendations for the award of Contract shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful Bidder has been announced. Any effort by a Bidder to influence the Corporation during the processing of Bids or award decisions may result in the rejection of his Bid.

18.3 CLARIFICATION OF BIDS:

To assist in the examination, evaluation, and comparison of Bids, the Corporation may, at its discretion, ask any Bidder for clarification of their Bid. The request for clarification and

the response shall be in writing or by cable, telex, facsimile or e-mail. Scanned copies of letters seeking clarifications and replies thereof may also be sent through mail/fax/post.

Bidders will not be permitted to change the substance of the Bid after the Bid has been opened.

18.4 EVALUATION OF BIDS:

- i) Evaluation will be done on the basis of detailed information/data furnished by the bidders along with documentary evidence in support of such information/data furnished by the bidders as per Detailed Bid Document.

As the programme for Bid evaluation is necessarily short, the Corporation shall not accept any obligation to request clarifications or substantiating information after Bids have been submitted, although the Corporation at its discretion reserves the right to do this.

- ii) The Bids will be evaluated by NEEPCO to ascertain the following in the order mentioned below:

- a) General responsiveness and completeness.

General responsiveness of the Bids shall be checked and established on the basis of the contents and quality of the documents and data contained in these Bids. A substantially responsive Bid is one that conforms to all the terms and conditions of the Detailed Bid Document without any material deviation. A material deviation is one which affects, in any way, the prices, quality, quantity or completion schedule of work or which limits, in any way, the responsibilities of the Bidder or any right of the Corporation as required in these specifications and Documents or whose rectification would affect unfairly the competitive positions of other Bidders presenting substantially responsive Bids. The Corporation may waive any minor infirmity or non-conformity or irregularity in a Bid, which does not constitute material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder. The Corporation's determination of Bid's responsiveness shall be based on the contents of the Bid itself without resorting to any intrinsic/extrinsic evidences.

- i) It will be determined whether each bid is of acceptable quality, complete and substantially responsive to the Detailed Bid Document. For the above purpose, examination of each bid will be carried out to ascertain whether-

- i) The bid is complete and has been properly signed,
- ii) The bid does contain major scope deficiencies, contradictions or ambiguities making it almost impossible to evaluate, and

- iii) The bid is generally in order.
 - a. The non-responsive bids shall be rejected.
 - b. Technical acceptability of Technical Proposal,
 - c. Fulfilment of General Requirements,

Price Bids of those Bidders who qualify in Technical evaluation:

Bidders fulfilling a, b and c above and quoting the lowest rate per month shall be the L1 bidder and shall be considered for award.

The Price Bids shall be evaluated considering the quoted rate for the entire Scope of Bid as per Price Schedule, Part-IV of Detailed Bid Document.

- iii) The evaluation of bids shall be made in conjunction with the steps as enumerated under the General Conditions of Contract ..
- iv) Deviation from bid document / additional clauses:

Bidders shall not take any deviation from the Bid stipulations in any form or quote any additional clause/conditions in their Bids. All bidders are cautioned that the bids containing any deviation or additional clause/conditions shall be rejected. However, the bidders, if feel necessary, may bring out such deviations/additional clauses for consideration of the Corporation during pre-bid stage. Acceptability/Non-acceptability of the deviation from the Bid Conditions shall be judged by the Corporation. The deviations/additional clauses that are considered as acceptable shall be included in the Detailed Bid Document by issuing addendum/corrigendum. The deviations/additional clauses which are non-acceptable by the Corporation shall automatically stand withdrawn and all relevant clauses shall prevail and no claim whatsoever in this respect shall be entertained. The Corporation shall be the sole judge for assessment of acceptability/non-acceptability of deviations / additional clauses and the decision of the Corporation in this respect shall be final and binding.

19. AWARD OF CONTRACT

19.1 AWARD CRITERIA:

The Contract may be awarded initially for 1(one) year. However, extension of Contract may be considered keeping in view the satisfactory performance of the Firm/Agency.

19.2 CORPORATION'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

- i) The Corporation reserves the right to accept or reject any Bid, and to cancel the Bidding process and reject all Bids, at any time prior to the award of Contract for any justified

and genuine grounds, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Corporation's action.

ii) The Corporation requires the Bidders under this Contract observe the highest standard of Ethics during the procurement and execution of this Contract. Accordingly, the Corporation:

- (a) will reject the proposal for award of the service if he determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the bid, in question.
- (b) will declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a Contract if he, at any time, determines that the Bidder has engaged in corrupt or fraudulent practices in competing for, or in executing, the Contract.

19.3 NOTIFICATION OF AWARD AND SIGNING OF LEASE AGREEMENT:

- i) The Bidder, whose bid has been accepted for award subject to reservations, will be informed by the Corporation by issuing Letter of Intent (LOI) online within the validity period of the BID in <https://neepco.abcprocure.com> and or by Fax/E- Mail/Registered Letter. The successful bidder shall give his acceptance of LOI in <https://neepco.abcprocure.com> and also he may give so through Fax / E- Mail / Registered Letter.
- ii) NEEPCO shall enter into a Agreement with the successful bidder in a standard form.

19.4 PAYMENT TERMS :

Payment will be released after satisfactory completion of work every month as certified by officer-in-charge. No post payment / advance payment will be entertained.

Paying Authority : Manager (F), NEEPCO, Delhi

PART-III: GENERAL CONDITIONS OF CONTRACT

TERMINATION OF CONTRACT:-

The contract will be valid for a period of one year from the date of work order and may be extended for another period, if services are found satisfactory. In the event of services rendered being found unsatisfactory, the contract is liable to be terminated by giving 30 days notice and security deposit will be forfeited. The decision of the NEEPCO in this regard will be final.

DISPUTE RESOLUTION:-

In case of any dispute with regard to the interpretation of any clause(s) of this agreement, the same shall be referred to the sole arbitration of person appointed by NEEPCO (1st Party), whose decision will be final and binding on both parties.

DURATION / PERIOD OF CONTRACT:-

The Contract shall be awarded initially for 1(one) year. However, extension of Contract may be considered keeping in view the satisfactory performance of the Firm/Agency.

VALIDITY:-

The Tender shall be valid for a period of at least three calendar months from the date of opening of the tenders for the purpose of evaluation of tender. However, the rates quoted in the tender should be valid for the period of one year.

Governing Law and Jurisdiction:

The Agreement shall be governed by and construed in accordance with the laws of India and the courts at Delhi shall have exclusive jurisdiction over all Disputes arising under or in connection with the Agreement.

SETTLEMENT OF DISPUTES AND ARBITRATION:

Any disputes and difference of any kind, whatsoever, arising out of or in connection with this contract or carrying out of the services, shall be settled amicably. If however, the parties are not able to resolve any dispute or difference amicably, the same shall be referred for arbitration in accordance with the provisions of Arbitration & Conciliation Act 1996 and any rules made there under and to such other order or orders, instructions issued by the Government of India from time to time in this connection. The Arbitration Tribunal shall consist of a Sole Arbitrator to be appointed by the Chairman and Managing Director of NEEPCO or by his duly authorised representative out of a Panel of names of three Arbitrators, proposed by him and selected by the Legal Owner /Lease Holder of property. The venue for the arbitration shall be New Delhi / Shillong.

LAWS GOVERNING THE CONTRACT:

Unless otherwise hereinafter provided, the Contract shall be governed by the Indian Laws for the time being in force. Disputes if any shall be subject to the jurisdiction of Courts in New Delhi.

OFFICER IN-CHARGE:

The Sr. Manager (HR),
NEEPCO,
15 NBCC Tower, UG Floor
Bhikaji Cama Place, New Delhi-110066.

ANNEXURE-1

ACCEPTANCE LETTER TO BE SUBMITTED BY THE BIDDER/APPLICANT

(PREFERABLY ON LETTER HEAD)

To,

The Co-Ordinator,
North Eastern Electric Power Corporation Ltd.,
15, NBCC Tower, Bhikaji Cama Place,
U G Floor,
New Delhi - 110066
India.

1. I/We have read and examined the documents contained in the Detailed Bid Document for submission of Bid for "Security & House Keeping Services for NEEPCO Coordination office, NewDelhi which is downloaded from NEEPCO's e-tendering portal <https://neepco.abcprocure.com>.
2. I/We hereby unconditionally accept the Bid conditions in its entirety.
3. I/We certify that the Bid submitted by me/us is strictly in accordance with the terms and conditions etc., as contained in the bid documents, and it is further certified that it does not contain any deviations to the aforesaid documents.
4. In case any provision of the bid document is found violated at any time after opening of bid, I/We agree that the bid shall be summarily rejected and NEEPCO shall, without prejudice to any other right or remedy be at liberty to act as deem fit.
5. I/We declare that all information provided in my/our bid and attachments thereof is true and correct and in line with the requirement of the Bid documents.

Thanking you,

Yours faithfully,

Witness _____

Signature in the capacity of _____

Date:

Place:

(Signature of Bidder)

(Name of Bidder i.e. signatory, duly authorised to sign the
bid on behalf of the Bidder /Applicant (In block letters))

(Designation / Title of signatory with Seal, where applicable)

Postal Address of the Bidder/Applicant: _____

Phone: _____

Fax: _____

ANNEXURE-2

CONFIRMATION BY THE BIDDER/APPLICANT

(PREFERABLY ON THE LETTER-HEAD)

The Details of the bidder is as under :

Sl.No.	Description	Details (as application)
1.	Name of the Company	
2.	Address	
3.	Contact Details	
	a. Name of the contact person	
	b. Telephone No. with STD code	
	c. Mob. No.	
	d. Fax No.	
	e. e-mail	
4.	PAN No. (enclosed copy)	
	GST Registration Number	
5.	Company Registration details: (enclose certificates):	
7.	Activities of the bidder	
8. (a)	Net Profit for the last 3 years a. 2015-16 b. 2016-17 c. 2017-18 (Provide a certificate from the Statutory Auditor of the company/ or Chartered Accountant (where statutory audit is not applicable)	
(b)	Average net profit for last 3 years. [Provide a certificate from the Statutory Auditor of the company / or Chartered Accountant (where statutory audit is not applicable)	



(c)	Details of the experience with Govt, PSUs, Ministries, educational / academic organization only for last three years along with total contract value	
(f)	Has the Company been debarred by any Government / Government agency or Department of Corporate Affairs or Income Tax Department or RBI ?	
9.	Any other information or remarks which the bidder things is appropriate to disclose as per the transparency norms may be mentioned here.	

Signature of proprietor of the Company

(Name In block letters))

ANNEXURE-3

CHECK LIST OF DOCUMENTS

(Please put “tick” as applicable, and submit the documents required to be submitted.)

Sl. No.	Description	Yes	No	NA
1.	Acceptance letter (as per Annexure-1)			
2.	Confirmation by the applicant (as per Annexure-2)			
4.	A self-certified declaration that the bidders have not been charged/indicted by any investigating agencies of Central/ State Government, under prosecution or trial on charges of criminal, fraud, corruption in a court of law, as per Clause 3, Part-II (Instruction to Bidders) of Bid Document			
5.	Any other information as required to be submitted along with the bids.			
		<p>Signature of the proprietor of the Company</p> <p>(Name In block letters))</p> <p>(Designation / Title of signatory with Seal, where applicable)</p>		

PART-IV: PRICE SCHEDULE –A

Bidders shall submit Price Bid online in the following form:

Sl. No.	Particulars	Security and House Keeping Services	Number of Personnel	Total
1.	Cost Per Head with Break up	Security Supervisor (Semi-Skilled) Security Guard (Un-Skilled) House Keeping Boy (Un-Skilled) - Pantry Boy (Cook) Skilled- Steward (Un-Skilled)-	01 05 04 01 01	
2.	Employer Contribution of ESI			
3.	Employer Contribution of EPF			
4.	Any other Charges			
5.	Total			
6.	GST			
7.	Grand Total			

PART-IV: PRICE SCHEDULE –B

Bidders shall submit Price Bid online in the following form:

Sl. No.	Particulars			
1.	Cost of Toiletries / House Keeping Consumables per month (Details are given in Annexure 4)			
2.	GST (if applicable)			
3.	Grand Total			

Annexure -4

Consumables :: Cleaning and Toiletries

Sl.No.	Items	Brands	Specification	Unit
1	Liquid Soap	Kimberley	Can x 5 lts	1
2	Garbage Bag Big		5 kg	30
3	Garbage Bag Small		5 kg	100
4	Tissue Box		1	15
5	Toilet Roll 100mtr		Pcs	30
6	Taski R2	Taski	Can x 5 lts	3
7	Taski R5	Taski	Can x 5 lts	1
8	Taski Spiral	Taski	Can x 5 lts	1
9	Colin 500ml	Colin	500 ml Pcs	4
10	Taski R6 500ml	Taski	500ml	6
11	Odonil	Odonil	50gms Nos.	18
12	Hit Black	Hit	250 ml Bottle	2
13	Room Freshener		Can x 300 gms	5
14	Urinal Cubes		Packets	2
15	Dettol Liquid Soap		100 ml	5
16	Duster - Floor		1.600 gms Dozen	2
17	Duster - Check	Read lining	Dozen (21x 21 cm / 700 gms)	1
18	Duster - Check	Blue lining	Dozen (21x 21 cm / 700 gms)	1
19	Duster - Yellow		Dozen (21x 21 cm / 700 gms)	1
20	Scrubber	Scotch Bright	4 x 6 – 3m in Pcs	15
21	Soft Broom		Pcs.	6
22	Dry Mop Set		Pcs.	2
23	Dry Mop Set Refill		Pcs.	2
24	Father Brush		Pcs.	2
25	Hand Gloves Plastic		Pair	2
26	Cob Web Brush Round		Pcs.	1
27	Naphthalene Ball		Pkt. (900gms)	1
28	Plastic Juna		Dozen	1
29	Dust Pan with Brush		Pcs.	4
30	Chock Clear Pump		Pcs	3
31	Spray Bottle		Pcs	2
32	Kentucky Mop	Kentucky	Pcs	2
33	Kentucky Mop Refill	Kentucky	Pcs	2
34	Squeezer - Floor with Handle		Set (24' x 8')	4
35	Floor Scraper Blade		Nos	2
36	Brush - Toilet / WC		Round	3



37	Bucket		Pcs	2
38	Paper towel	Kimberley	Boxes	15