

NORTH EASTERN ELECTRIC POWER CORPORATION LIMITED



(A Govt. Of India Enterprise)

*Tender for providing manpower towards running & maintenance
including housekeeping of NEEPCO Guest House, Kumargaon, Tezpur*

Liaison Office

NEEPCO Tezpur - 784001

Notice Inviting Tender & Information to the Bidder

NIB NO.01 DTD. 16/ 02 /2016

Tender (Through e-tendering process only)

For

**Tender for providing Manpower towards running & maintenance including
housekeeping of NEEPCO Guest House, Tirupati Bhawan, Kumargaon, Tezpur – 784001**

NEEPCO Ltd. invites **Online electronic bids** through e-tendering process from experienced agencies for providing manpower towards running and maintenance including housekeeping of NEEPCO Guest House, Kumargaon, Tezpur – 01.

1. E- TENDERING / E-PROCUREMENT

This tender will be processed through e-tendering / e-procurement system. The bidding documents are to be downloaded, filled in bids are to be submitted / uploaded through e-tendering system of NEEPCO Ltd. at <https://neepco.abcpocure.com>.

1.0 PARTICIPATION IN BIDS

1.1 Portal Registration:

The bidders intending to participate in the e-tendering and download the detailed bid document have to register themselves in the portal <https://neepco.abcpocure.com>. Relevant information about the bidder required during the registration is available in the portal.

1.2 Vendor registration fee:

The fees for Vendor Registration in the portal is Rs. 3000.00 (Rupees three thousand) only per year.

1.3 Procedure for payment of registration fee:

Bidders shall make payment of vendor registration fee at the following Account:

Name of account : E-Procurement Account, NEEPCO Ltd.,
Account No. : 913020005982636 of Axis Bank
IFS Code :UTIB0000270

1.4 Bidders shall clearly indicate the head against which payment has been made at the above account in the following format:

(i)/NIB No.....dtd...../Registration fee

(Name of Bidder)

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1.5 For any clarification related to e-procurement, bidders are requested to contract:-

Phone No.: 98640-21904 / 0361-2203650

e-mail ID: neepco.sni.ghy@gmail.com / sr.m.liaisontezneepco@gmail.com

Bidders may also contract e-Procurement Technologies Ltd. (Service Provider) having the following contract 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/

2.0 SUBMISSION AND OPENING OF BIDS

2.1 Bidders shall prepare and submit their bids online in <https://neepco.abcprocure.com>.

Online bidding forms will be available in the above website. Detailed bid document can be downloaded from this website after vendor registration. In the online bid submission, Bidders will submit their Bids using their **digital signature**.

2.2 Submission of online bid is mandatory. Bidders shall submit following documents in offline mode.

- a) Original receipt of money paid against Vendor Registration Fee.
- b) Bid Fees as detailed in Clause No. 5.0
- c) Earnest Money Deposit (EMD) detailed in Clause No. 5.0.
- d) Credentials as per clause no. 6.0.

2.3. Documents are to be submitted in offline mode as specified above shall be contained in a sealed envelope and the same shall be submitted by the bidder duly marking these envelope as "Bid for providing manpower towards running and maintenance including housekeeping of NEEPCO Guest House, Tirupati Bhawan, Kumargaon, Tezpur – 784001" alongwith the Identification No. of NIB. The envelope shall be submitted to the Corporation at the address to "The Sr. Manager (C), S&I, NEEPCO Ltd., Guwahati-781005.

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- 2.4 Bidders may view the tender opening results in <https://neepco.abcpocure.com> by marking their presence for online tender opening.
- 2.5 The documents received by the Corporation in offline mode as specified above after the stipulated date and time will be returned unopened to the Bidder and his online Bid will not be considered for evaluation.
- 3.0 Bidders are requested to visit <https://neepco.abcpocure.com> regularly for any modification / clarification of the detailed bid document.
- 4.0 Submission of bids shall not automatically construe qualification for evaluation. The purchaser reserves the right to reject any or all bids, or to annul the bidding process and reject all the bids, for any justified and genuine grounds without thereby incurring any liability to the affected bidders, nor does it have any obligation to inform the bidders of the ground for such action on the part of the Purchaser.
- 5.0 **IMPORTANT DATES AND EARNEST MONEY DEPOSIT (EMD)/BID SECURITY / BID FEE DETAILS:**

Earnest Money Deposit (EMD) / Bid Security in the form of DD/CDR/FDR/BANK DRAFT from any Nationalized Schedule Bank in India, drawn in favour of NEEPCO Ltd. payable at Guwahati	INR 19070.00 (Rupees Nineteen Thousand Seventy) only
Bid document Fee in the form of DD/CDR/FDR/BANK DRAFT from any Nationalized Schedule Bank in India, drawn in favour of NEEPCO Ltd. payable at Guwahati	INR 500.00 (Rupees five hundred) only
Date of commencement of downloading of bid document from https://neepco.abcpocure.com	w.e.f. 10.00 Hrs. of 01/3/2016
Document Download End Date & Time	Upto 17:00 Hours on 21/03/2016
Last Date & time for receipt of online bids and offline documents	Upto 11:30 Hours on 22/03/2016
Date & time of online opening of bids	From 15:00 Hours on 22/03/2016

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6.0 CREDENTIALS OF THE BIDDERS TO BE FURNISHED:

Bidders are to submit the following particulars alongwith the detailed Bid Documents in support of the Qualifying Requirements.

- i) Documentary evidence of Registration with competent authority
- ii) Documentary evidence of EPF registration and payment of EPF contribution against employees regularly.
- iii) **Documentary evidence of Registration under ESI act, 1948. Employee State insurance act.**
- iv) Documentary evidence of Service Tax Registration certificate.
- v) Documentary evidence of Registration with Department of Labour.
- vi) Copies of latest Income Tax Clearance Certificate or PAN.
- vii) Copies of experience in this field as per clause no. 13 of GTC.
- viii) Documentary evidence in respect of **annual turn over**.

In the event the date of opening of bids is declared as a closed holidays for NEEPCO, the date of opening of bids will be the following working day at the appointed times.

Bid Document not received within the specified time and date shall not be considered for evaluation. Tender submitted without Earnest Money Deposit (EMD) shall be out rightly rejected.

NEEPCO reserves the right to extend the last date and time for submission of Bid.

Sr. Manager (C)
S&I, NEEPCO Ltd., Guwahati

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A. GENERAL TERMS & CONDITIONS OF CONTRACT:

- 1. Period of Contract:-** The term of contract is for 1 (one) year w.e.f. the date of awarding the contract. NEEPCO can terminate the contract during its operation by giving 1 (one) month's notice in writing. The period of contract may however be extended for a further period of 6 (six) months, if felt necessary by the Corporation.
- 2. Rate of Contract:-** The rates shall be firm for entire period of contract. No increase in the agreed rates shall be allowable and entertained during the period of contract.
- 3.** The rate justification, if asked for, should invariably be submitted.
- 4.** Bidders may inspect the establishment before submission of tender.
- 5. Selection criteria:-** The two-bid system will be followed: **a) Technical Bid** consisting of details as cited above with commercial terms and conditions, and **b) Price Bid** indicating item-wise price. The Technical Bid and the Price Bid should be sealed by the Bidder in separate envelopes duly super scribed accordingly and both the sealed covers are to be put in a big cover which should be sealed and duly super scribed. The Technical Bids will be opened at the first instance and evaluated. At the second stage, price bids of only the technically acceptable offers will be opened for further evaluation and ranking before awarding the contract. In case, the selected bidder does not accept the order, EMD will be forfeited and his tender will be scrapped.
- 6.** Any other charges that are levied should clearly be indicated by the bidder with supporting documents.
- 7.** The contractor will be bound to comply with the provisions of Labour Laws and it shall be binding to the contractor to obtain necessary labour licenses and EPF registration from the appropriate authority.
- 8. Penalty Clause :-** The contractor will be liable to pay penalty for any deviation of the contract clauses / conditions in respect of "Work Schedule, Duties and Responsibilities" as described herein under **to the extent of ₹ 500/- for each case.**
- 9. Payment :-** NEEPCO shall pay the contracted amount for each calendar month or part thereof as admissible to the contractor against submission of bills in triplicate and in turn the contractor shall pay to the personnel engaged by him in the said work. The contractor shall follow the guidelines of Minimum Wages Act, Payment of wages Act and Contract Labour (Regulation and Abolition) Act. NEEPCO reserves the right to ask for proof of actual payment to the staff, as and when desired. Further, NEEPCO shall not be responsible for payment of provident fund, ESI, Pension benefits and any other allowances etc. to the personnel engaged by the contractor. NEEPCO will not be liable to pay any compensation to / or on behalf of the personnel engaged by the contractor.

10. Paying Authority:- Manager (Finance), F&A Wing, NEEPCO Ltd., Guwahati.

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- 11. Risk Clause:-** Non-compliance of any terms and conditions enumerated hereinafter the award of the contract shall be treated as breach of contract. The contractor shall compensate any loss or damage of office property while executing the aforesaid contract.
- 12. Security Deposit :-** Security deposit will be 10% of the work order value. The EMD of successful bidder shall be retained as Security deposit during the period of contract with no interest thereof and the additional amount shall be deducted from the bill. For the unsuccessful bidders, the EMD shall be returned within one month of settlement of the contract with no interest thereon.
- 13. Experience:-** The bidder / firm should have experience in running and maintenance including housekeeping of Corporate Guest House for minimum last 3 (three) years in Government Deptt. / Public Sector Undertaking . Copies of such experience shall be enclosed with the bid.
- 14. Annual Turnover:-** Annual Turnover of the bidder should not be less than ₹ 6,50,000/- (Rupees six Lakhs fifty thousand) only per annum for the last 2 (two) years. Supporting documents such as Auditors certificate, Balance Sheets etc. relating to Annual Turnover should be enclosed with the bid.
- 15. The bidders should be registered under Central Excise Deptt. For Service Tax and a copy of the same shall be furnished alongwith the bid / offer.**
- 16.** The bidder should submit a copy of PAN with the offer.
- 17.** The bidder should have EPF registration. The copy of the same shall be submitted along with bid.
- 18.** NEEPCO reserves the right to cancel entire tender process and / or reject any tender at any point of time without assigning any reasons thereof.
- 19.** The decision of NEEPCO shall be final and binding to all contractors.

B. SCOPE / DESCRIPTION OF WORK

1. Running / operation and maintenance of NEEPCO Guest House, at Tirupati Bhawan, Kumargaon, Tezpur-01 including kitchen service.
2. Housekeeping and cleaning of entire Guest House area and drainage of NEEPCO Guest House premises.

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WORK SCHEDULE, DUTIES AND RESPONSIBILITIES OF THE CONTRACTOR

1. To provide services of Supervisor, Cooks, Cook Helpers, Bearers / Service Boys, Sweepers, Cleaners, Mail etc., as may be necessary for the aforesaid work and to deploy necessary manpower accordingly.
2. To engage one responsible Manager / Supervisor for overall supervision of the aforesaid works. The Manager / Supervisor should be provided with one mobile phone set for necessary communication. Accordingly, the supervisor should be readily available for contract through his mobile as and when required.
3. To supervise the above referred services and to bear the responsibility for proper conduct and behavior of the persons engaged by him for rendering such services.
4. To provide accommodation only to such persons / authorized Guest as confirmed by the Guest House in-charge of the Corporation.
5. Room rental as applicable shall be collected from the occupants directly in cash unless otherwise advised by the Guest House in-charge and the cash collected from the occupants shall invariably be deposited by the contractor to F&A Wing through the Guest house in-charge of the Corporation on last working day of every week.
6. To ensure proper maintenance of the Corporation's property inclusive of furniture, fixtures, electrical appliances and fittings, air-conditioners, carpets, flower pots etc.
7. To maintain proper inventory of all furniture, fixtures, electrical appliances and fittings, air-conditioners, crockery and cutlery, bed linens curtains etc. and to update inventory.
8. To arrange for dusting, washing and cleaning all rooms, entrance, corridors etc. on regular / daily basis in order to keep the premises neat and clean.
9. To clean all floors and staircases of Guest House regularly throughout the day.
10. To sweep and clean all toilets and bathrooms including wash basins continuously and regularly.
11. To sweep and clean the area surrounding the building including parking area daily and regularly.
12. To clean and dusting all glass windows externally and internally including frames daily and regularly.
13. To dust and clean the walls, ceilings etc. including removal of cobwebs daily and regularly.
14. To dust / wash / clean all furniture, fixtures, electrical appliances and fittings regularly.
15. To provide fresh bed lines / towels to each occupant at the time of checking -in. In case of longer stay, changes to be made on every alternate day unless otherwise instructed by the Guest House in-charge.
16. Laundry wash of bed linens / table cloth/uniform on regular basis is to be arranged by the contractor. Detailed records of linens etc. sent for washing and receipts from laundry to be maintained. The laundry charges for the different items shall be fixed & paid by the Corporation on basis of Guest occupant and other records.
17. To supervise the job of dry cleaning of carpets / blankets etc. as and when required.

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18. The contractor will supervise the works of inspection and maintenance of plumbing jobs and sanitary fittings and fixtures as and when required. In case of any break down, the contractor is to inform the Department immediately.
19. To supervise the job for pest control-deodorant / termite control, mosquito control and cockroach control etc. as and when done.
20. Servicing of air-conditioners will be done by Corporation's appointed agencies. In case of non-functioning of air-conditioners, the contractor is to inform the Department for repair and restoration. In case of break down of any electrical appliances or fittings, the contractor is to bring to the immediate notice of the department and follow up repair and restoration works till completion. Same procedure is to be followed for any civil maintenance job.
21. The contractor shall arrange essential quality food products, prepare food stuff for tea & snacks, Break-fast, Lunch and Dinner etc. as per standard menu fixed by NEEPCO and serve the guests / occupants as required.

The charges for food will be determined by NEEPCO from time to time. The contractor will be responsible for realizing the charges in cash unless otherwise advised by the Guest House In-charge and issue receipts supplied by NEEPCO.
22. To attend telephone calls round the clock and maintain records of uses.
23. To maintain visitor's book and complaint book.
24. In case any official get-together is arranged by the Corporation, the contractor shall arrange the required services on advance intimation.
25. Daily attendance of the stipulated manpower to be submitted to the Corporation on weekly basis for necessary verification.

CONDITIONS:

1. The contractor will be responsible for derailment of Manager / Supervisor, Cooks, Cook-Helpers, Bearers / Service Boy, Sweepers, Cleaners, Mali etc. for proper running, maintenance, catering and house keeping of the Guest House.
2. The contractor will supervisor the services of personnel engaged by him and will be responsible for proper conduct and behavior of the persons rendering such services.
3. All persons engaged by the contractor in the Guest House shall be paid reasonable wages regularly consistent with relevant Acts and Rules there under as applicable.
4. The agreement will be on the principal to principal basis and the contractor shall not, without the prior written permission of the Corporation, directly or indirectly enter into partnership or agreement with any other person or organization to run any service thereof.

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5. The contract is subject to the terms as contained herein, merely to run the Guest House and maintain the premises thoroughly for the specific period. Nothing contained herein shall be considered as creating a tenancy, demises or any interest in their favour in respect of any portion of the Guest House / premises. The contractor will be allowed to use the premises in terms of the agreement and shall vacate the premises immediately on termination of the agreement as notified by NEEPCO.
6. Accommodation in the Guest House shall be provided by the contractor only to such persons as authorized by the Guest House in-charge and no un-authorized persons shall be allowed to stay in the Guest House. The contractor will be responsible for misuse of the Guest House and its premises and the Corporation will take appropriate action in such cases.
7. **The contractor shall provide uniform to the workers to maintain proper dress code, which is mandatory to be worn during the duty hours.**
8. **The Corporation shall provide the following:**
 - i) Furniture's, fixtures, electrical appliances and fittings, air conditioners, refrigerator, crockery & cutlery, drinking water purifier etc.
 - ii) Bed-linens, blankets, curtains, towels & napkins etc.
 - iii) Carpets.
 - iv) LPG stoves / Cutlery-crockery/Utensils for cooking / Vacuum cleaner / sweeping material etc.
 - v) Necessary allocation / connection of LPG with sufficient numbers of cylinders will be arranged by the contractor.
 - vi) All consumables like Soap, phenyl, bleaching powder etc. shall be procured by the contractor from time to time. The contractor will maintain proper records which will be verified by the Guest House in-charge at the end of every week.
9. All persons engaged by the contractor shall be properly dressed and must behave with the guests / occupations with due courtesy.
10. The Contractor will be responsible for keeping the entire premises including the kitchen in a perfectly clean and hygienic condition.
11. The contractor will be responsible for keeping account of and maintaining the crockery cutlery and kitchen utensils / equipments / linens etc. in a clean and hygienic condition and return the same on termination of agreement.
12. The contractor shall be responsible for any loss or damage of the Corporation's property in the Guest House caused by him and shall be liable to make good any loss or damage to such property. Records of such items will be maintained and updated from time to time.

In case of any loss or damage to the Corporation's property by any officer / staff members, occupant or guest of the Corporation, the contractor shall report in writing such loss / damage to the Guest House In-Charge immediately, failing which ,

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the responsibility will rest with contractor. The Corporation may, in the event of breach of any terms and conditions of this Agreement, terminate this agreement by giving one month's notice in writing and the contractor shall not be entitled to any compensation in case of such termination.

- 13.** The persons engaged by the contractor must not be found under influence of alcohol within the guest house premises during their duty hours.
- 14.** The Guest House is for exclusive use of the officials / employees of the corporation and its guests and not for any other person and shall be under the overall supervisor, direction and control of the corporation and its authorized representative.
- 15.** The Corporation will not be responsible for loss or left out of properties belonging to the occupations. The contractor shall ensure that such left out items are deposited immediately to the Guest House in-charge for possible action.
- 16.** The contractor shall arrange for round the clock services as and when required.
- 17.** The Corporation does not take responsibility for the accommodation of the employees of the contractor.
- 18.** No transport will be provided for marketing purpose.
- 19.** The contractor shall ensure availability of stipulated No. of manpower at any point of time and they shall be available for inspection at any time.
- 20.** The Tenderers are required to inspect the Guest House and its premises and to acquaint themselves with the facilities available and to ascertain the extent and nature of the services required.
- 21.** Nothing contained herein above will absolve the contractor of his responsibility of serving the Corporation in the best possible way with high standard of quality services.

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DETAILS OF DEPLOYMENT OF MAN POWER AGAINST O&M INCLUDING HOUSE KEEPING WOTK

Sl. No.	Designation	No. of Persons to be engaged
1.	Cook	01 No.
2.	Cook helper	02 nos.
3.	Service boy / Bearer	03 Nos
4.	Sweeper	01 no.
5.	Cleaner	01 no.

LIST OF HOUSE KEEPING MATERIALS REQUIRED ON MONTHLY BASIS

Phenyl, Bleaching powder, floor cleaning agents, bathroom / Toilet cleaning agents, Odonil / bathroom / Room freshener, Naphthalene Balls or equivalent, Collin Spray or equivalent, Toiletries like bath soap of Branded quality, Toilet Soap, Mosquito Repellants (Good night), Paper Napkins etc.

Note:- The details / particulars showing name, age, fathers name, address etc. along with specimen signature of the parsons engaged are to be submitted at the time of deployment.

Annexure-I**PRICE BID FOR MAN POWER DPLOYMENT FOR RUNNING AND MAINTENANCE INCLUDING HOUSEKEEPING OF GUEST HOUSE
GUWAHATI AND DETAILS OF FINANCIAL INVOLVEMENT THEREOF**

Sl. No .	Designatio n of manpower	Categor y of worker	No. of manpowe r to be engaged	Basic rate per month per perso n in Rs.	Service Tax @ 14.50 % on basic rate in Rs.	P.F. @ 12.69 % on basic rate in Rs.	E.S.I. @ 4.75 % on basic rate in Rs.	Contracto rs profit in INR per month	Total rate per month per perso n in Rs.	Total rate per month per perso n in Rs. (in words)	Total amount per month in Rs.	Total amount for 1 (one) year in Rs.
1.	Cook	Semi Skilled	1									
2.	Cook helper	Un skilled	2									
3.	Service boy / Bearer	Un skilled	3									
4.	Sweeper		1									
5.	Cleaner	Un skilled	1									
Total =												

(Rupees) only

Signature of the Bidder with Seal

Annexure-II**PRICE BID FOR HOUSEKEEPING MATERIALS REQUIRED ON MONTHLY BASIS FOR GUEST HOUSE, TEZPUR**

Sl. No.	Name of the Item	Brand / Specification of the Item	Unit	Total Qty. required per month	Rate in Rs.	Rate in Rs. (In words)	Amount per month in Rs.	Amount for 12 (twelve) months in Rs.
1.	Phenyl((500ml)	Bengkak or equivalent, 01 bottle (500 ml)	Bottles	03				
2.	Bleaching powder	01 Pkt. (400gm) (High quality)	Pkts	06				
3.	Floor cleaning agent(Lizol)	01 bottle (500 ml)	Bottles	04				
4.	Bath room / Toilet cleaning agent	Harpic, 01 bottle, (500 ml)	Bottles	04				
5.	Odonil for bathroom	1 no. (big)	Nos.	04				
6.	Room Freshener	1 no. (high quality)	Nos.	03				
7.	Naphthalene Balls	200gm.pkt (high quality)	Pkt.	04				
8.	Collin spray or equivalent	1 bottle (500 gm)	Bottles	03				
9.	Bath soap "Dove" or equivalent	1 pcs (high quality)	Pcs	5				
10.	Toilet soap	Rose or equivalent	Nos.	180				
11.	Mosquito Repellants (good night)	Good night advance	No	16				
12.	Napkins	Good quality	Pkts.	10				
13.	Hand wash with bottle	Dettol / Palmolive or equivalent	Bottles	4				
14.	Vim bar	Vim 1 pcs (big)	Pcs	06				
15.	Full Jaro		No.	02				
16.	Bamboo Jaro		No.	02				
17.	Toilet Brass		No.	05				
18.	Wiper		No.	02				
19.	Floor cleaner(Bathroom)		No.	04				
20.	Pencil Battery		Nos.	06				

NB :For item at sl no 17,18 & 19 requirement is half yearly

Total =
(Inclusive of VAT)**Signature of the Bidder with Seal**

Annexure-III

PRICE BID FOR PROVIDING UNIFORM FOR PROPER DRESS CODE

Sl. No.	Name of the Item	Unit	Total No. of worker	Rate per person per year in (Rs.)	Rate per person per year in Rs. (In words)	Amount for 12 (twelve) months in Rs.
1.	Uniform for proper dress code (2Nos.of Full Shirt,2Nos.of Full Pant.2Nos.of Socks,1 Half/Full Sweater,1Pair of Shoe)	Nos.	8	2 nos full shirt - 2 nos full pent - 2 nos socks - 1 half /full sweater- 1 pair of shoe -		
Total Rs. =						

(Rupees _____) only

Signature of the Bidder with Seal

Annexure-IV

PRICE BID FOR PROVIDING UNIFORM FOR PROPER DRESS CODE

Sl. No.	Type of Expenditure	Rate per month in Rs.	Amount per month in Rs.	Amount per month in Rs. (In words)	Amount for 12 (twelve) months in Rs.
1.	Manpower Deployment	As per Annexure-I			
2.	Housekeeping materials required on monthly basic	As per Annexure-II			
3.	Uniform for proper dress code	As per Annexure-III			
Total of (1+2+3) Rs.=					

(Rupees) only

Signature of the Bidder with Seal