

NORTH EASTERN ELECTRIC POWER CORPORATION LIMITED

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



NIQ No. NEEPCO/ND-27/134 Dated 08.11.2017

**Tender for House- Keeping Services for NEEPCO
Transit Camp at F-18, HauzKhaz Enclave,
New Delhi**

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

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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**

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DETAIL NOTICE INVITING BIDS (E-TENDER)

(Domestic Competitive Bidding)

1. North Eastern Electric Power Corporation Ltd (NEEPCO), (A Government of India Undertaking) having its Transit Camp at F-18, HauzKhaz Enclave invitesbides from eligible and reputed Housekeeping Agencies for a period of one year from the date of initiation of contract, for providing services of cleaning, sweeping and maintenance at NEEPCO Transit Camp at F-18, New Delhi. The Transit camp is a Multi – Storeyed Independent building (4 Storeyed). There are total 16 Bedrooms with attached toilets, cupboard, 4 Master Bedroom of Size (approx. 23'x 15') and 12 Bedroom of size (approx. 14'x 12'). Dinning / Drawing hall Kitchen etc is available in each floor. Labour and materials required for the execution of services are to be provided by the Agency. Agencies shall have relevant experience of 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.
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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 lease shall be 1 (one) year from the date of issue of Letter of Intent (LOI) with an option of renewal/extension of 1 (one) year 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. Lum-sum material charges per month as per list to be quoted separately. However material charges per month will be paid on lowest quoted material cost by the parties.
 8. 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.
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9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. The tenderer should deploy his authorized representative for effective and proper supervision of the maintenance and upkeep jobs under the contract.
15. 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.
16. The Housekeeping works are to be carried out as per standards and in such a manner that all premises always look neat & Clean, Eco friendly chemicals/ Reagents to the extent possible are used. Similarly, the waste disposal is also carried out in totally sealed manner without affecting the Environment.
17. 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.
18. Firm should have GSTIN Registration.

5. SCOPE OF WORK

Cleaning of rooms, corridors, toilets, Halls and open space etc.

1. There will be need for chemicals like floor cleaner, disinfectant for toilets, glass cleaner, air freshener and brasso. The consumable will include brushes, squeezes, brooms, mop, buckets, dusters and glass cleaning kits, wringer trolleys, toilet rolls and liquid hand soap. The machine will include at least wet and dry vacuum cleaner.
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2. The work also includes dusting and cleaning of doors, cleaning of wash basin, cobwebs, glass panes, windows, blinds and ventilators of room and water coolers and its space, cleaning & filling water in desert coolers, removal of garbage, cleaning and inspection of drainage/sewage system.
 3. Spraying/fumigation of disinfectant/insecticide in the areas.
 4. Cleaning glasses of doors, windows, ceiling & wall fans, blinds, carpets, pavement, stair cases, roof of all construction area and ventilators of all areas specified above by liquid soap/chemical/detergent.
 5. All works shall be carried out 24X7. However each worker shall not be engaged for duty for more than 8 hrs per shift.
 6. The cleaning material etc. would be used to the satisfaction of NEEPCO. Payment may be deducted if the quantity and quality of material is not satisfactory.
 7. Cleaning of all the Drains available in the premises of NEEPCO, Transit Camp.
 8. Cleaning of dustbins and Removal/disposal of collected garbage/debris etc.
 9. Pest control, Mosquito control & Rodent control of the entire NEEPCO Transit Camp premises area including all rooms, halls, kitchen etc. quarterly.
 10. Cleaning of lighting Fixtures & Accessories, Cleaning of Air conditioners, Cleaning of portable fire extinguishers / smoke detectors / fire detectors, Cleaning of Notice boards, Cleaning of furniture provided in all rooms, Cleaning of Office equipments, Cleaning of Fire Hydrants, Fire Panels, All types of pipes, valves etc.
 11. Cleaning of All Switch Boards, Panel Boards, Cleaning of all miscellaneous equipments as available or being provided from time to time.
 12. Toilets need to be kept clean in all respects by sweeping, washing and mopping of floors, washing of glazed tiles on walls, urinal pots W.C. pans, sinks, wash basins and all other fittings and fixtures using disinfecting material like phenyl, vim, detergent powder, acid liquid soap etc. on daily basis.
 13. Soap containers need to be kept filled at all time and naphthalene balls in urinal pots and air fresheners naphthalene ball/toilet paper etc. also needs to be provided as per requirement.
 14. Additional works are to be done as per following schedule:-
 - a. Scrubbing of floors of all covered area : once in a week
 - b. The job of Spraying / fumigation of disinfectant / insecticide : once in a fortnight
 - c. The job of pest, mosquito, rodent : Quarterly
 15. All rooms including toilets shall be cleaned, linens changed every morning by the house keeping boys. The successful bidder shall provide a trolley to carry all materials for this work.
 16. The bidder shall take the sole responsibility for providing Un-skilled manpower on the approved wages fixed by the Govt. of NCT of Delhi for a period of one year from the date of award of Contract ..
 17. The services provided by Firm/Agency shall be to the entire satisfaction of NEEPCO.
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18. The Agency shall provide the details of the staff, proposed to be deployed viz., their name, fathers name, DOB, residential address, telephone number, recent passport size photograph in form of a data base in both hard & soft form.

Providing Tea/Coffee and Sugar Cubes : Tea & Supply (Include Tea Bags (2Per Room), milk sachet, sugar sachet) per day subject to occupancy

6. PROVISION OF MANPOWER

1. Sufficient manpower including supervisor will be required for cleaning and housekeeping of NEEPCO premises as per scope of work.
2. Manpower deployed by the Contractor will perform duties as per schedule of NEEPCO.
3. The Contractor will be liable to comply any instructions/order given in written or verbal for better and efficient services.

7. 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 advice 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: +91-8974665789/ 9374519754/ 9377988119

E-mail ID: support.neepco@abcprocure.com, hemang.patel@procuretiger.com,
kapil.purohit@procuretiger.com

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.

7.1 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

7.2 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

8. Submission and Opening of Bids:

8.1 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.

8.2 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.

9. Bid validity:

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

10. Tender timeline:

Date & time of commencement of downloading of Detailed Bid Document from https://neepco.abcprocure.com :	11.00 Hrs. of 10/11/2017
End date & time for downloading of Detailed Bid Document:	10.00 Hrs. of 06/12/2017
Last date & time for receipt of online bids:	12:00 Hrs. of 06/12/2017

Date & time of online opening of Technical bids:	16.00 Hrs. of 06/12//2017
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.

11. 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.
12. 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.
13. NEEPCO reserves the right to extend the last date and time for submission of Bid.
14. 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.

-Sd-
Sr.Mgr (HR)
Coordination Office
New Delhi