



नॉर्थ ईस्टर्न इलेक्ट्रिक पावर कॉर्पोरेशन लिमिटेड

(भारत सरकार का उद्यम)

NORTH EASTERN ELECTRIC POWER CORPORATION LIMITED

(A GOVT. OF INDIA ENTERPRISE)

15 NBCC TOWER: BHIKAJI CAMA PLACE, NEW DELHI-110 066

EPABX 26164329 Fax: (011) 26107555

TENDER FOR PROVIDING SECURITY & HOUSE-KEEPING SERVICES, ETC FOR NEEPCO, NEW DELHI

Sealed tenders are invited under Two-Bid system from reputed agencies, having credential to provide the required number of uniformed trained manpower for the Security & House-keeping services for North Eastern Electric Power Corporation Limited (NEEPCO), 15, NBCC Tower, Bhikaji Cama Place, U.G. Floor, New Delhi -110066 for a period of one year. Last date for submission/receipt of tender(s) is 27th December, 2016 at 11.30 Hrs. and will be opened by the Tender Committee in the presence of tenderers or their authorized representatives who wish to be present on the same day at 3.00 PM and financial bid will be open at 4.00 PM. In case, any holiday on the day of opening, the tenders will be opened on the next working day at the same time as scheduled above. The tenders received after the above said scheduled date and time will not be considered.

Designation of the Authorized Officer – Sr. Manager (HR)

Name and Address of the Department:

North Eastern Electric Power Corporation Limited (NEEPCO), 15, NBCC Tower, Bhikaji Cama Place, U.G. Floor, New Delhi -110066

S.NO. OF TENDER : _____

Name of the party in whose favour
the Tender form has been issued : _____

(SEAL OF THE OFFICER)

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INSTRUCTIONS TO BIDDERS

1. GENERAL:-

1.1 The present tender is being invited for Security& House Keeping Services under which the contractor shall provide Security& house-keeping personnel to safeguard NEEPCO,s properties (i.e. building, equipments, materials) staff working including monitoring and surveillance of the office premises, parkingandto maintain cleanliness in all areas of office space, pantry, washrooms, utility rooms as per schedule.

2. ELIGIBLE BIDDERS:-

2.1 The Security& House-Keeping Agencies should have experience of atleast five years and having an annual turnover of Rs. 10 crores or above during the last 3 (three) financial year in the books of account.

2.2 The bidder should have experience of executing similar works in any of the Public Sector and undertakings of the Government of India or Government of NCT of Delhi or any other State Government.

3. QUALIFICATION OF THE BIDDERS:-

3.1. The Bidder, to qualify for the award of contract, shall submit a written power of attorney authorizing the signatories of the bid to participate in the bid.

3.2. Bidder shall submit a copy of PAN card No. under the Income Tax Act.1961, Service Tax Number, PF number, etc as mentioned in Annexure - I

3.3. Bidder must submit copies of all documents asked for in this tender, duly self-attested, along with technical bid of the tender.

4. TENDER DOCUMENTS:-

4.1. Contents of Tender Documents.

4.1. The Tender Invitation Document has been prepared for the purpose of inviting tenders for providing Security& House Keeping Services. The Tender document comprises of:

- (a) Notice of Invitation of Tender.
- (b) Terms and Conditions.
- (c) Tender form for providing Front office management services (Annexure-I)
- (d) Undertaking (Annexure-II)
- (h) Price Bid (Annexure – III & IV)
- (j) Pre-receipt to be used for refund of earnest money(Annexure V)



4.2. The bidder is expected to examine all Instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender not substantially responsive to the Tender document in every respect will be at the bidder's risk and may result in rejection of his bid.

4.3. The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender document.

5. PREPARATION OF BIDS

5.1. Documents Comprising the Bid

Tender document issued for the purposes of tendering as described in Clause 4.1 d shall be deemed as incorporated in the Bid.

5.1.1. The bidder shall, on the dates given in the Notice Invitation to Tender, submit his bid in sealed envelopes super-scribed with the name of the bidder particulars Tender No, Title. The sealed envelop shall be addressed to **The Coordinator, NEEPCO, 15, NBCC TOWER, BHIKAJI CAMA PLACE, U.G. FLOOR, NEW DELHI -110066.**

5.1.2. One copy of this Tender document with each page signed and stamped shall be annexed to acknowledge the acceptance of the same.

5.1.3. The bidder shall deposit Bid Security / Earnest Money Deposit of Rs. 20,000/- in the form of an Account Payee Demand Draft/Banker's Cheque/ Pay Order drawn in favour of **"NORTH EASTERN ELECTRIC POWER CORPORATION LTD" payable in New Delhi** issued by any Nationalized / Commercial Bank along with the Tender document. Earnest Money / Security of the unsuccessful bidders will be returned to them at the earliest after the award of the contract without interest. The bidder shall give particulars of bank account(name of the account holder, type of account, account number, address of the bank) for drawing the cheque of EMD amount in case of unsuccessful bidders.

5.1.4. The Bidder shall furnish the details regarding total number of executed & successfully completed contracts, as stated in Clause 2.1 & 2.2. and enclose copies of contract award letters / experience certificate.



5.2. BID PRICES:-

5.2.1. Bidder shall quote in the price bid, rates of wages for Security&housekeepingpersonnel no less than the minimum wages as per current NCR rates by giving break up of basic wages, including DA, allowances, relieving charges, statutory liabilities, Service Tax, Service Charges .The bidders who do not meet the statutory requirements are liable to be rejected.

5.2.2. Conditional bids/offers will be summarily rejected.

5.3. FORM OF BID:-

The Form of Bid shall be completed in all respects and duly signed and stamped by an authorized representative of the Bidder.

5.4. Duration of Contract:-

The contract shall be valid for two years and NEEPCO reserves the right to curtail or to extend the validity of contract for further period on the same terms and conditions.

5.5. BID SECURITY:-

5.5.1. Any Tender not accompanied by Security / Earnest Money Deposit of Rs. 20,000- shall be rejected. However, as per govt norms, bidders fulfilling the exemption criteria need not required to submit EMD. The EMD of the unsuccessful bidder will be returned to them immediately.

5.5.2. Bid securities of the unsuccessful bidders will be returned to them at the earliest without interest. The bidder shall sign pre-receipt as per annexure-VIII to facilitate it.

5.5.3. Security shall be forfeited if the bidder withdraws his bid during the period of Tender validity.

5.5.4. Security shall be forfeited if the successful bidder refuses or neglects to execute the Contract or fails to deposit the Security deposit within the time frame specified i.e. within a fortnight of award of contract which can be extended by NEEPCO up to a maximum of further two weeks on the written request of successful bidder.

5.6. Format and Signing of Bid:-

5.6.1. The bid shall contain no alterations, omissions or additions except to correct errors made by the bidder, in which case such corrections shall be initialed/signed and dated by the person or persons signing the bid.



6. Submission of Bids:-

6.1.1. The bidder shall submit the Technical Bid along with Bankers' cheque/Pay Order /DD of earnest money together in a separate sealed cover and the Financial Bid in another sealed cover duly subscribed as Financial bid and all these two sealed covers are to be put in a bigger cover which should also be sealed and duly super-scribed "Tender for Security& House Keeping Services".

6.1.2. The sealed cover of Tender Bid should consist of the following documents:-

- (a) Bid Security (Earnest Money Deposit) for an amount of Rs. 20,000/- in the form of an Account Payee Demand Draft, Banker's Cheque/ Pay Order drawn in favour of North Eastern Electric Power Corporation Ltd, payable at New Delhi issued by any Nationalized /Commercial Bank.
- (b) Self attested copy of PAN No. card under Income Tax Act;
- (c) Self attested copy of Service Tax Registration Number;
- (d) Self attested copy of Valid Registration No. of the Agency/Firm/Company;
- (e) Self attested copy of registration under Contract Labour (Regulation & Abolition) Act 1970.
- (f) Self attested copy of valid Provident Fund Registration Number;
- (g) Self attested copy of valid ESI Registration Number;
- (h) Proof of Average Annual turnover as stated in Clause 2.1 supported by audited Balance Sheet;
- (i) Proof of award of contract/ experience as stated in Clause 2.2. supported by documents from the concerned organizations; and
- (j) Duly filled and signed Annexure-I to V.

6.1.4. All the sealed covers shall be addressed to the **Coordinator, North Eastern Electric Power Corporation Limited (NEEPCO), 15, NBCC Tower, Bhikaji Cama Place, U.G. Floor, New Delhi -110066 .**

7.1 Bid Opening:-

7.1.1. The Prequalification/ Technical Bids will be opened by a Tender Opening Committee in the presence of the Bidders or of their representatives who choose to attend at the appointed place and time.

7.1.2. The bid of any bidder who has not complied with one or more of the conditions prescribed in the terms and conditions will be summarily rejected.

7.1.3. Conditional bids will also be summarily rejected.

7.1.4. Financial bids of only the technically qualified bidders will be opened for evaluation in the presence of qualified bidders.

7.2 Right to accept any Bid and to reject any or all Bids:-



7.2.1. NEEPCO is not bound to accept the lowest or any bid and may at any time terminate the tendering process without assigning any reason.

7.2.2. NEEPCO may terminate the contract if it is found that the contractor is black listed during last 5 years by the any of the Govt. Departments/Institutions/Autonomous bodies/Local Bodies/Municipalities/Public Sector Undertakings, etc.

7.2.3. NEEPCO may terminate the contract in the event the successful bidder fails to furnish the Security Deposit / Performance Security or fails to execute the agreement within specified period.

8.1 Award of Contract:-

8.1.1. NEEPCO will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.

8.1.2. The successful bidder shall be required to furnish a Performance Security in the form of Security Deposit within 15 days of receipt of 'Letter of Award' for an amount of Rs.40,000/- in the form of an Account Payee Demand Draft/Pay Order/Banker Cheque issued from any Nationalized /Commercial Bank., in favour of "North Eastern Electric Power Corporation Ltd" payable at New Delhi. The successful bidder can also apportion the Earnest Money towards the Security deposit subject to payment of the balance amount. The Performance Security /Security Deposit shall be returned within two months after the expiry of contract and completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall stand automatically extended.

8.1.3. Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of Bid Security.

9. Contractor shall provide uniformed and trained personnel and use its best endeavour to provide Security services to the office for providing safety, monitoring and surveillance. The agency will quote the rates for per shift of eight hours per person per day.

10. At present 1 Security Supervisor, 5 numbers of Security personnel, 3 house- keeping boy, 1 Pantry Boy (Cook) and 1 steward are required to be deployed, however their requirement may vary from time to time. The strength of the Personnel can be increased or decreased at any stage depending upon the actual requirements by the office.

11. All the columns shall be clearly filled in ink legibly or typed. The tenderer should quote the rates and amount tendered by him/them in figures and as well as in words.



Alterations, if any, unless legibly attested by the tenderer shall disqualify the tender. The tenderer shall take care that the rate and amount may be written in such a way that interpolation is not possible. No blanks should be left which would be otherwise made the tender liable for rejection.

Terms & conditions

1. The Security& house-keeping personnel provided shall be the employees of the Contractor and all statutory liabilities will be paid by the contractor such as ESI, PF, Workmen's Compensation Act, etc. The list of staff going to be deployed shall be made available to the office and if any change is required on part of the office fresh list of staff shall be made available by the agency after each and every change.
2. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Minimum Wages Act, Contract Labour (Regulation and Abolition) Act 1970, EPF Act, ESI Act and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for the Office.
3. The antecedents of Security& house-keeping staff deployed shall be got verified by the tenderer from local police authorities and an undertaking in this regard to be submitted to the official Administration. .
4. The Contractor will maintain an attendance register in which day to day deployment of personnel will be entered. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. The register shall remain available round the clock for inspection by the authorized representatives of NEEPCO.
5. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
6. Adequate supervision will be provided to ensure correct & effective performance of the Security & house-keeping services in accordance with the prevailing assignment instructions agreed upon between the two parties. The Securitypersonnel shall ensure that there is no unidentified/unclaimed/suspicious objects/person in the buildings/premises. The vehicles that enter into the parking space must be identified, noted in the register and parked at designated places.
7. Contractor and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse the areas of the office premises.
8. The contractor shall have his own Establishment/Set up/Mechanism to provide training of guards to ensure correct and satisfactory performance of his duties and responsibilities under the contract.



9. That in the event of any loss occasioned to the office, as a result of any lapse on the part of the contractor as may be established after an enquiry conducted by the office, such loss will be made good from the amount payable to the tenderer. The decision of NEEPCO in this regard will be final and binding on the agency.

10. The contractor shall do and perform all such Security& House-Keeping services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the directions enumerated herein and in accordance with such directions, which NEEPCO may issue from time to time and which have been mutually agreed upon between the two parties.

11. NEEPCO shall have the right, within reason, to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation to NEEPCO.

12. The contractor shall be responsible to protect all properties and equipments of NEEPCO entrusted to it.

13. The personnel engaged by the contractor shall be smartly dressed in neat and clean uniform and are required to display photo identity cards, failing which it will invite a penalty of Rs.500/- each occasion. The penalty on this account shall be deducted from the Contractor's bills.

14. The personnel engaged should be of robust physique and project an image of utmost discipline. They have to be extremely courteous with pleasant mannerism in dealing with the officials of NEEPCO. NEEPCO shall have right to have any person removed in case the Security personnel is not performing the job satisfactorily. The contractor shall have to arrange the suitable replacement in all such cases.

15. For Security Services the eight hours shift will normally commence from 0600 hrs. to 1400 hrs., 1400 hrs. to 2200 hrs. and 2200 hrs. to 0600 hrs. But the timings of the shift are changeable and can be fixed by NEEPCO from time to time depending upon the requirements. Prolonged duty hours (more than 8 hrs. at a stretch) shall not be allowed. No payment shall be made by NEEPCO for double duty, if any.

16. The Security& house-keeping personnel deployed by the Contractor shall work under overall supervision & direction of the NEEPCO administration.

17. The payment would be made on monthly basis for actual shifts manned/operated by the personnel supplied by the contractor and based on the attendance sheets duly verified by the authorized representative of NEEPCO and other supporting documents. No other claim on whatever account shall be entertained by NEEPCO. The Contractor will ensure that workers engaged by him must receive their entitled wages on time. In view of this, the following procedure will be adopted.



- a) Contractor shall pay their entitled wages on the last day of the month. It shall not be linked to the payment of the bill.
- b) Payment to such workers must be made by the service providers through cheque. Under no circumstances payments will be made in cash. To ensure this, service providers will get a bank account opened for every engaged worker.
- c) In order to ensure that such workers get their entitled wages on the last working day of the month, the following schedule will be adhered to:
 - i) Monthly bill cycle will be from 24th day of the previous month to 23rd day of the current month.
 - ii) Monthly bill as per above cycle, will be submitted by the service providers on 26th of the current month.
- d) The service provider must ensure that entitled wages of the workers are credited to their bank account on the last working day of the month. Service provider will not be given any relaxation in this matter.
- e) While submitting the bill for the next month, the services provider must file a certificate certifying the following
 - i) Wages of workers were credited to their bank accounts on (date)
 - ii) ESI Contribution relating to workers amounting to Rs._____ was deposited on (date) (copy of the challan enclosed)
 - iii) EPF contribution relating to workers amounting to Rs._____ was deposited on (date) (copy of the challan enclosed)
- iv) He is complying with all statutory Labour Laws including Minimum Wage Act.
- f) The service provider should submit the bill in accordance with the above time schedule. In case, he fails to submit the bill by 26th of the month, even then he has to make the payment to the workers on the last working day.
- g) The contractor shall compulsorily issue the salary slip to every personnel engaged in the following format:-

Name of Employee's Month	Designation No. of Days present:-
SALARY STATEMENT Payable paid	ESI No. PF No.
BASIC BONUS HRA GRATUITY OTHERS ALLOW. ADD. ALLOW/LATE DUTY	DEDUCTIONS AMOUNT EPF ESI TOTAL DEDUCTION:



GROSS WAGES OT GROSS WAGES + OT NET PAYABLE (Rs.)	
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18. Any damage or loss caused by contractor's persons to the office in whatever form would be recovered from the contractor.

19. (a) In case any of contractor's personnel(s) deployed under the contract is (are) absent, a penalty equal to (double) the wages of number of guards/supervisors absent on that particular day shall be levied by NEEPCO and the same shall be deducted from the contractor's bills.

(b) In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty of Rs. 500/- per vacant point for shift be deducted from the contractors bill.

(c) In case any public complaint is received attributable to misconduct/misbehaviour of contractor's personnel, & is assessed as true by office administration, a penalty of Rs.500/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Besides the Front office management Guard found involved in the incident shall be removed from the office immediately.

(d) In case the contractor fails to commence/execute the work as stipulated in the agreement or gives unsatisfactory performance or does not meet the statutory requirements of the contract, NEEPCO reserves the right to impose the penalty as detailed below:-

i) 1% of annual cost of order/agreement per week, up to four weeks' delay.

ii) After four weeks delay NEEPCO reserves the right to cancel the contract and withhold the agreement and get this job carried out from other contractor(s) in open market. The difference if any will be recovered from the defaulter contractor and his earnest money/Security deposit may also be forfeited.

21. The contractor shall ensure that its personnel do not at any time, without the consent of NEEPCO in writing, divulge or make known any trust, accounts matter or transaction undertaken or handled by NEEPCO and shall not disclose to any information about the affairs of NEEPCO. This clause does not apply to the information, which becomes public knowledge.



22. In the event of any breach/violation or contravention of any terms and conditions contained herein by the Contractor, the Security Deposit of the Agency shall stand forfeited.

23. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the court as and when required.

24. Force Majeure

If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or seven days, whichever is more, either party may at its option terminate the contract.

25. The contractor shall have his own Establishment/Setup/Mechanism, etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.

26. If the contractor is a Registered Company / partnership of two or more persons, all such persons shall be jointly and severally liable to NEEPCO for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as authorized signatory with authority to sign. The Company / partnership shall not be altered without the approval of NEEPCO.

27. During the course of contract, if any contractor's personnel are found to be indulging in any corrupt practices or causing any loss of property in the office, NEEPCO shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee (Security Deposit).

28. The contractor shall not engage any such sub contractor or transfer the contract to any other person in any manner.

29. The contractor shall indemnify and hold the office harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.



30. The bidder should submit attested copy of registration under the Contract Labour (R&A) Act 1970.

31. The personnel engaged by the contractor shall not take part in any staff union and association activities.

32. The contractor shall bear all the expenses incurred on the following items i.e. Provision of torches and cells, lathis/ballams and other implements to Security staff, stationary for writing duty charts and registers at Front office Security check points and records keeping as per requirements.

33. NEEPCO shall not be responsible for providing residential accommodation to any of the employee of the contractor.

34. NEEPCO shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. NEEPCO does not recognize any employee employer relationship with any of the workers of the contractor.

35. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by NEEPCO from the agency.

40. The bidder shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over when ever required by NEEPCO.

42. The bidder will have to enclose the proof / copies of the challans showing payment of statutory dues for the previous month along with monthly bills.

43. The bidder should have it own supervisory and quick response team in Delhi to deal with emergent situations.

OBLIGATIONS OF THE CONTRACTOR:

44. The bidder shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The bidder shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise. The contractor shall also comply with all applicable statutory liabilities such as labour laws etc.

45. Dispute Resolution

(a) Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned



parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator to be appointed by the Chairman and Managing Director of NEEPCO or by his duly authorized representative out of a panel of names of three Arbitrators, proposed by him and selected by the Contractor.

(b) The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.

(c) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceedings and currency of contract, the Contractor shall not be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Delhi/New Delhi only.

(d) The parties to the dispute, prior to referring the dispute to the Sole Arbitrator as the parties may mutually decide, first drawn up the specific terms of reference/issues by way of separate joint agreement, which shall be filed before the Sole Arbitrator for commencing the proceedings.

(e) The arbitrator appointed shall have no power to award interest on any claim referred to the Arbitration. No claims of interest or damages on whatsoever count will be entertained by NEEPCO with respect to any dispute, difference or misunderstanding between NEEPCO and the Contractor.

46. JURISDICTION OF COURT

The courts at Delhi/New Delhi shall have the exclusive jurisdiction to try all civil suits, if any, arising out of this agreement between the parties.



ANNEXURE-II

SCOPE OF WORK OF THE SECURITY AGENCY

The contractor shall have to provide round-the-clock Front office management services in the North eastern Electric Power Corporation Limited (NEEPCO), 15, NBCC Tower, Bhikaji Cama Place, U.G. Floor, 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 office 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.

DUTIES AND RESPONSIBILITIES OF SECURITY STAFF

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/Front office management Supervisors 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. Security personnel deployed in the premises on holidays and Sundays will be assessed as per actual requirement and the number of personnel will be suitably reduced.



9. The Guards on duty will also take care of vehicles, scooters/motor cycles/bicycles parked in the parking space..

10. 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.

11. The Security Guard on duty shall not leave the premises until his reliever reports for duty.

12. Any other duties/responsibilities assigned by the NEEPCO Administration may be incorporated in the agreement. The same shall also be binding on the contractor.

13. The guards will also take round of the backside of all important and sensitive points as specified by the Authorised Officer.

14. The Security guards engaged should ensure that the flowers, plants, etc are not damaged either by the staff or by outsiders



ANNEXURE-III

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)	3	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 VENNER 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 also given below. 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**
 - **Pest control measures should be taken quarterly**



3. 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



ANNEXURE-I

TENDER FORM FOR PROVIDING SECURITY& HOUSE-KEEPING SERVICES in North Eastern Electric Power Corporation Limited (NEEPCO), 15, NBCC Tower, Bhikaji Cama Place, U.G. Floor, New Delhi -110066

1. Names, address of firm/Agency/ _____
Company and Telephone _____
Numbers. _____
Email ID _____
2. Registration No. _____
3. Name, Designation, Address _____
and Telephone No. of _____
authorized person. _____
Mobile No. _____
4. Please specify as to whether _____
Tenderer is sole proprietor/ _____
Partnership firm/Private or Limited _____
Company.
5. Name, Address and _____
Telephone No. of Directors/partners _____

6. Copy of PAN card issued by
Income Tax Department and _____
Copy of previous Financial
Year's Income Tax Return.
7. Provident Fund Account No. _____
8. ESI Code Number _____
9. Licence number under _____
Contract Labour (R&A)
Act 1970, of the employer for
whom the Front office management Agency is
currently undertaking the work.
10. Service Tax Registration No. : _____
11. Proof of experiences of last

Affix duly
Attested P.P.
Size recent
photograph of
the prospective
bidder.



financial years along with
satisfactory performance certificates /
work order from the concerned employers. _____

12. Annual turnover of last financial
year duly certified by the Statutory
Auditors. _____

11. Details of Bid Security/Earnest
Money deposit: _____

(a) Amount: _____

(b) Demand Draft/ Pay Order /
Banker Cheque No. _____

(c) Date of issue: _____

(d) Name of issuing Bank: _____

11. Any other information: _____

12. Declaration by the bidder:

This is to certify that I/We before signing this tender have read and fully understood all
the terms and conditions contained herein and undertake myself/ourselves to abide by them.

(Signature of the bidder)
Name and Address
(With seal)



ANNEXURE-II

**(TO BE TYPED ON A LETTER HEAD OF THE FRONT OFFICE
MANAGEMENT & HOUSE-KEEPING AGENCY)**

UNDERTAKING

To

The Co- Ordinator,
NEEPCO, 15 NBCC Tower,
Bhikaji Cama Place, UG Floor,
New Delhi – 110 066.

Subject: **Tender for providing Front office management & House Keeping Services**

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves to abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Act, Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We do hereby undertake that complete Front office management of the office shall be ensured by our Front office management Agency, as well as any other assignment considered by the ESI hospital administration.

(Signature of the Bidder)
Name and Address of the Bidder.
Telephone No.



ANNEXURE - III

PRICE BID - I

PRICE BID FOR PROVIDING FRONT OFFICE MANAGEMENT & HOUSE-KEEPING SERVICES

Sl. No	Particulars	Front office management Services	House Keeping Services
1.	Cost Per Head with Break up	Security Supervisor– Security personnel-	House Keeping Boy - Pantry Boy (Cook) - Steward -
2.	Cost of Consumables per month for House-Keeping	-	
3.	Total		
4.	Service Tax		

(Signature of the Bidder)
Name and Address of the Bidder.

Dated:-



ANNEXURE - IV

PRICE BID-II

TENDER FOR SECURITY& HOUSE-KEEPING SERVICES

RATES FOR

Sl. No.	Particulars	Security Supervisor	Securitypersonnel	Pantry Boy (Cook)	Steward
1.	Wages (Minimum wages should not be less than that notified by Delhi Govt.)				
2.	Employer Contribution of ESI				
3.	Employer Contribution of EPF				
4.	Any other charges				
5.	Total				
6.	Service Tax				
7.	Grand Total				

(Signature of the Bidder)
Name and Address of the Bidder.

Dated:-



ANNEXURE – V

PRE-RECEIPT

Received Rs.20,000/- (Twenty thousand only) towards refund of earnest money vide

Ch. No. _____ dated _____ in respect of tender Front office

management services published in _____ newspaper

dated _____.

**(Signature of the Bidder)
With stamp.**

Revenue

Stamp