

NORTH EASTERN ELECTRIC POWER CORPORATION LIMITED
(A GOVT. OF INDIA ENTERPRISE)
PERSONNEL AND ADMINISTRATION DEPTT.
NEEPCO BHAWAN, R.G.BARUAH ROAD, GUWAHATI-5



TENDER DOCUMENT
FOR
ANNUAL CONTRACT FOR SWEEPING AND CLEANING OF NEEPCO OFFICE
BUILDING (NEEPCO BHAWAN), R.G.BARUAH ROAD, GUWAHATI-5.

Issued to :

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Closing date and time of submission of Tender – **01/09/2015** by **1400 hrs.**

Date and Time of opening of Tender – **01/09/2015** by **1500 hrs.**

SR.MANAGER (HR)
NEEPCO LTD., GUWAHATI

Detail tender notice inviting tender

Sealed Quotations are invited from resourceful/reputed interested firms for the work of Annual Contract for Sweeping and Cleaning of NEEPCO Office Building (NEEPCO Bhawan) premises located at R.G.Baruah Road, Guwahati. Detailed Tender documents can be obtained from Personnel and Administration Wing, NEEPCO Ltd., Guwahati, on any working day from 12/08/2015 to 01/09/2015 between **1000 hrs.** to **1400 hrs.** on payment of non-refundable tender fees amounting to Rs.1000.00 (Rupees One Thousand) only in the form of DD/Banker cheque of any nationalised/ scheduled Bank drawn in favour of NEEPCO Ltd., Guwahati, along with an application. Sealed quotations addressed to the Executive Director (Hydro)Project, NEEPCO Ltd., Guwahati should reach this office on or before **01/09/2015** by **1400 hrs.** and will be opened on the **same date** by **1500 hrs.** If the date of submission and date of opening of the bids falls on holiday, the next working date shall be considered as the date of submission and opening where the time for closing and opening shall remain unchanged. Quotations for the said work may be submitted in two separate sealed covers as under:

1. Envelop-I superscripted with "Technical Bid for sweeping and cleaning of NEEPCO Office building and premises" should contain:
 - i) Earnest Money deposit of Rs.8000.00 (Rupees Eight Thousand) only in the form of Demand Draft/Banker's cheque drawn in favour of NEEPCO Ltd., Guwahati from any nationalised bank payable at Guwahati.
 - ii) Copies of experience certificate in similar nature of work or the documents supporting with work order/contract of similar nature of work executed by them satisfactorily in Government Depts./Public Sector Undertakings/ Autonomous Organisations/ Local Bodies/any other reputed firms.
 - iii) List of equipment to be deployed by the agency for cleaning job.
 - iv) Details of deployment of manpower including cleaner and supervisor.
 - v) Copy of valid EPF registration certificate.
 - vi) Copy of valid Service Tax registration certificate.
 - viii) Copy of valid registration certificate under Deptt. of Labour of State Govt./Central Govt.
 - ix) Copy of valid Pan Certificate.
 - x) Copy of valid trade certificate issued by GMC, Guwahati.
 - xi) Detailed tender documents except Annexure-I duly signed with in each page accepting the terms and conditions.
2. Envelop-II superscripted with "Price Bid for Sweeping and Cleaning of NEEPCO Office building and premises" should contain:
 - i) Details to be submitted as per Annexure-I of the tender documents.

A. General Terms and Conditions of Contract:

1. The rate shall be firm for entire period of contract. No increase in the rates shall be entertained during the period of contract.
2. The rates should be quoted separately for each individual items.
3. Bidders may inspect the area before submission of quotations.

4. The two-bid system will be followed as under:
 - a) Technical bid consisting of technical details along with commercial terms and conditions.
 - b) Price bid indicating item-wise price.The technical bid and the price bid should be sealed by the bidder in separate covers duly superscripted and both these sealed covers are to be put in a big cover which should be sealed and duly superscripted. The technical bid will be opened at first instance and evaluated. At the second stage, price bid of the technically acceptable offers will be opened for further evaluation and ranking before awarding the contract. Authorized representatives of bidders may participate on both the occasion. However, price bid (Envelop-II) of unsuccessful technical bidders (Envelop-I) shall not be opened and returned forthwith.
5. The rates should be quoted on the basis of minimum wages rate fixed by the Labour Department of State Govt./Central Govt. of India. NEEPCO reserves the right to ask for proof of actual payment to the staff, as and when asked for.
6. Any other charges that are levied should clearly be indicated with supporting documents.
7. The cleaning staff should be dressed in proper uniform issued by the agency. Persons so deployed should not be lower than 18 years of age and not above 60 years. The staff must be well mannered and loyal. In case, any person/persons found to be guilty of misconduct in any matter, the concerned personnel have to be replaced by the agency within 24 hrs. If any cleaning personnel found to be missing or in drunken state during the duty hours, the personnel shall have to be replaced immediately.
8. The cleaning personnel should be well trained in the field of cleaning services.
9. Penalty clause: NEEPCO reserves the right to impose a penalty of Rs.200/- per person per day in case of less deployment of required manpower as per contract provision, on any day during the contract period. A penalty of 20% of the billed amount will be charged against deficiency in quality of service as per contract provision. NEEPCO reserves the right to cancel the contract and forfeit the EMD in case of repeatation of deficiency in quality of service in house keeping by the firm.
10. Contract period: The period of contract shall be for a period of 1(one) year from the date as will be specified in the work order. However, NEEPCO can terminate the contract by giving one month notice in written.
11. Payment: NEEPCO shall pay the contracted amount after deduction of tax, for each calendar month or part thereof as admissible to the contractor against submission of bills in triplicate along with the copies of challan against deposit of EPF for the previous month and acquaintance roll of the workers for the previous month. 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 and other labour laws prevailing in this context. NEEPCO reserves the right to ask for proof of actual payment to the staff including payment of PF component against the manpower provided by the contractor, as and when desired. Further payments to be made in presence of NEEPCO representatives. The contractor will have to submit required documents in terms of payment of monthly wages, PF components etc. to NEEPCO, if asked for. Further, NEEPCO shall not be responsible for payment of provident fund, ESI, Pension benefits and any other allowances/ statutory 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.

12. The cleaning personnel shall come on duty in time. If any cleaning personnel unable to attend duties, the reliever shall be provided by the cleaning agency without any extra charge.
13. Defogging for mosquito repellent in NEEPCO office building (NEEPCO BHAWAN) & premises shall be done twice a month, preferably on weekends (Saturday/Sunday)
14. NEEPCO reserves the right to check the antecedents of cleaning personnel from local police authority. For this purpose the cleaning agency shall have to give the required no. of passport size photographs along with bio data and all cooperation in getting the antecedents of cleaning personnel verified.
15. All the attendance/holidays/leave records of cleaning personnel are to be maintained by the cleaning agency.
16. NEEPCO shall not provide any allowances for washing, entertainment, hardship, refreshment or any other such allowances.
17. All the cleaning personnel/cleaning personnel reliever shall be deemed to be employees of the cleaning agency. The cleaning agency shall be responsible for payment of their monthly salaries/wages.
18. The coordinating person from the cleaning agency should meet the head/the officer-in-charge of NEEPCO, Guwahati at least twice a month to sort out any problem that may arise from either side.
19. The cleaning agency shall engage one supervisor for overall supervision of the cleaning job. He should be provided with mobile telephone set, number of which will be furnished to NEEPCO. Accordingly, the supervisor should readily be available for contact through his mobile phone as and when required.
20. Risk Clause: Non-compliance of any terms and conditions enumerated hereinafter/ Work order shall be treated as breach of contract. The contractor should compensate to loss of any office property occurs while doing the cleaning work.
21. Cleaning personnel should follow security instruction of NEEPCO and should carry identity card of the cleaning agency.
22. Registration no. of the firm should clearly be mentioned while quoting the tender.
23. Selection criteria: There will be no negotiations regarding quoted rate/charges after opening the tender. The bidder who has quoted the lowest (L-1) rate on the basis of grand total amount of Annexure-I will be selected. If the lowest (L-1) bidder does not accept the order, EMD will be forfeited and his tender will be scrapped.

24. Quality of service: The contractor should ensure proper upkeep and cleanliness of the building and premises as indicated under heading daily service and monthly service of tender documents. The decision of in-charge House keeping or any authorized officer regarding the satisfactory standard of cleanliness shall be final and binding on the contractor.
25. The EMD of successful bidder shall be retained as security deposit during the contract period with no interest thereon and for the unsuccessful bidders, the EMD shall be returned within one month with no interest thereon.
26. The bidder/firm should have experience in execution of similar cleaning job in Govt. Deptt./Public Sector Undertakings/Autonomous organizations/Local Bodies/any other reputed firms during last three years.
27. The bidder should be registered under Central Excise Deptt. for service tax. In support of that a copy to be furnished along with the offer.
28. The bidders shall have to submit copy of PAN along with the offer.
29. The bidders shall have EPF registration.
30. The bidders shall have to registered under Dept. of Labour of State Govt./Central Govt.
31. The bidders should have scrubbing machine & mechanical ladder or any other equipment as per the quoted methodology needs to be demonstrated.
32. Subletting of the contract will not be allowed and will be liable for termination of contract at any point of time during the period of contract without assigning any reason thereof.

B. Scope of work:

1. Daily service (on working days)

Sl.No.	Description of areas	Area in Sqm.*	Frequency of cleaning/sweeping
1.	Office area & staircase	1800 in 4(four) nos. of floors	To clean continuously throughout the day to keep it always clean
2.	Urinals & Toilets	122 in 4(four) nos. floors	To clean continuously throughout the day to keep it always clean
3.	Area surrounding the building inclusive of parking area	700	Daily one time cleaning on working days
4.	All tables/worktops of officers and staff including telephone sets, computers, printers and other hardwares	Bidder to ascertain	Daily one time cleaning on working days

* Area given in approximate. Bidder is requested to personally verify the area and scope of works before submitting the tenders.

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- a) Cleaning/wet mopping of toilets (Ladies & Gents), cleaning of nearby areas and cleaning of wash-basins, sinks, urinals etc. to be done in regular basis to maintain the cleanliness throughout the working hours.
- b) The initial work of sweeping/cleaning of rooms, toilets including wash-basins and sinks, sweeping and mopping of common areas, open area including road shall be taken up extensively in the morning and completed before 9.00 A.M. every day.
- c) All toilets shall be provided with de-odorising materials of approved brands & specifications, to be selected by NEEPCO, so as to prevent foul smell emanating out of toilets/urinals. Such materials as “Odonil” or any other perfume-generating chemical shall always be remained at least two corners of the toilets/urinals.

2. Monthly service:

Sl.No.	Description of area	Area in Sqm.*	Frequency of cleaning
1	Glass windows (external)	400 in 4(four) nos. floors	Monthly
2	Dusting and cleaning of walls, internal glass windows and ceilings	1600 in 4(four) nos. floors	Monthly

* Area given in approximate. Bidder is requested to personally verify the area and scope of works before submitting the tenders.

- a) In order to maintain quality and proper cleanliness, the agency shall also carry out thorough cleaning services on monthly basis in the area described above as detailed below.
- i) Thorough cleaning & washing of the entire surface area using detergent and dry/wet mopping.
- ii) Removal of cobwebs.
- iii) Window sponging and cleaning.
- iv) Cleaning of Aluminium cladding and Structural Glazing.

3. Contingency service:

- a) The agency shall also provide cleaning services in the entire premises as and when the contingency arises.
- b) The agency shall be responsible to maintain quality and work efficiency by deploying extra staff, if so required.
- c) No extra payment shall be charged from NEEPCO for this contingency work.

4. Materials:

- i) It shall be responsibility of the agency to arrange for all the consumables such as dusters, mops, brushes, brooms, pans, detergents(surf), washing powders(vim), wax, sponges, buckets, garbage sacks, polish phenyl, liquid soap(Detol/Savlon)/cakes, toilet fresheners, toilet cleaning agent like Harpic etc. and other related materials required.

ii) It shall be responsibility of the agency to deploy any equipment like vacuum cleaner, ladder, portable staging etc. and any other related materials/equipments required.

iii) Water for cleaning, power supply for electrical appliances and space for storing the cleaning materials to be used for this work will be provided by NEEPCO to the agency at free of charge.

5. Payment terms: Payment shall be made on monthly basis on submission of bills along with the required documents specified at Sl. No.11 above and against satisfactory performance certification by NEEPCO Officials.

6. Paying Authority: F&A Wing, NEEPCO Ltd., Guwahati.

Annexure-I

PRICE BID FOR THE ANNUAL CONTRACT FOR SWEEPING AND CLEANING OF NEEPCO OFFICE BUILDING AND PREMISES (NEEPCO BHAWAN), GUWAHATI

1. Name and Address of the Bidder:

2. Lump-sum monthly rate for sweeping and cleaning:

Activity	Monthly Rate (in rupees) (in figure)	Monthly Rate (in rupees) (in words)
Daily cleaning		
Monthly cleaning		
Total monthly charges (Grand total)		

The rate quoted above is inclusive of cost of the cleaning materials, cost of labour, equipment and all applicable charges, taxes and in accordance with all the statutory liability/provisions/rules/regulations.

Signature of the Bidder with seal of the firm