**NOTICE INVITING TENDER FOR ENGAGEMENT OF REGISTERED FIRM/AGENCY ON HOUSEKEEPING SERVICES FOR ATAL AMRIT ABHIYAN SOCIETY (AAAS)**

Sealed tender **affixing non-refundable Court Fee Stamp of Rs. 8.25** (Rupees eight and paisa twenty five) only from eligible parties (Firm/Agency) interested to provide House Keeping and Cleaning Services to Atal Amrit Abhiyan Society, Assam. Interested parties are requested to submit their tender along with the specified documents which will be received till 8.7.2022 upto 3.00 pm. The tender may submit sealed tenders in two separate sealed cover – COVER–A ( Technical Bid) and COVER-B (FINANCIAL BID) under single envelope super scribed as **“TENDER FOR PROVIDING HOUSE KEEPING AND CLEANING SERVICES TO ATAL AMRIT ABHIYAN SOCIETY DUE ON 8.7.2022**”and addressed to the Chief Executive Officer, Atal Amrit Abhiyan Society, 3rd Floor, Nayantara Supermarket Complex, Six Mile, Guwahati – 781022. The undersigned reserves the right to accept or reject any tender without assigning any reason thereof.

1. **SCOPE OF WORK:**
2. **Area Coverage for Housekeeping Services:- *(The area is tentative and may increase or decrease)***

|  |  |  |  |
| --- | --- | --- | --- |
| **LOCATION** | **APPROX COVERED AREA** | **APPROX UNCOVERED AREA** |  **TOTAL AREA** |
| 3rd Floor- Office premise of AAAS including Reception, Office Chambers, Conference Hall, Common Areas, Lobby, Staff Rooms, Store/Tool Room, Pantry, Washroom, entrance, corridors etc. | 3500 ft2 | 100 ft2 | 3600ft2 |
| 2nd Floor- Office premise of AAAS including Reception, Office Chambers, Common Areas, Staff Rooms, Store/Tool Room, Washroom, entrance, corridors etc. | 2500 ft2  | 100 ft2 | 2600ft2 |

1. **Broad Details of Scope of Work:-**
2. Cleaning, maintenance and upkeep of indoor facilities including Reception, Office Rooms, Conference Hall, Common Areas, Lobby, Staff Rooms, Store/Tool Room, Pantry, Washroom, entrance, corridors etc including windows, doors, furniture, fixtures, telephones, cupboards, air conditioners, filing almirahs, cabinets, glass-panes, computers, blinds, etc. with dry/ wet duster and or with suitable cleaning agent. Mopping of floors with disinfectants.
3. Cleaning of corridors, staircase and common areas with disinfectants in the morning and with plain water as and when required in the office hours.
4. Cleaning of all toilets at least three times daily (at 8.30am, 12.00pm and 3.30pm) with disinfectants and detergent etc. and maintain the toilet floor dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing systems of all toilets are to be checked at regular interval every day. Naphthalene balls, air freshener and liquid soaps and paper rolls are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/ container in all toilets and wash basins.
5. Regular cleaning of glass-panes of doors, windows &partitions with soap/ cleaning agent.
6. Cleaning of blockage in sewer and pumping lines within the office premises as and when required.
7. Room fresheners in all rooms are to be used daily in the morning.
8. Spray of scented mosquito and cockroaches’ killer on all floors every day.
9. Pest Control to be done quarterly.
10. Maintaining and grooming of plants.
11. If required, additional cleaning should be taken up as per the direction given by the Administration of o/o Chief Executive Officer, Atal Amrit Abhiyan Society.
12. Vacuum cleaning of venetian blinds and carpets etc
13. Dusting of light fixtures , cobwebs removal, dusting of ceiling fans, tube lights, fixtures, furniture items specifically steel almirahs
14. Acid cleaning of sanitary- ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/ rooms, corridors with soap, detergents, kerosene/ petrol or any other chemicals, automatic mopper/ scrubbing machine to be used at least once a week.

 *In addition to above, in case of emergency, cleaning should be done at call on unforeseen events like breakage, spillage and special occasions.*

***Note: Interested agency shall visit our office between 10:00 am to 4:30 pm on all working days except Saturday, Sunday and Holidays and shall take note the office open area, carpet area, toilets etc. to be cleaned.***

1. **ELIGIBILITY CRITERIA- COVER – “A”**

## TECHNICAL BID

*Envelope 1: Technical Bid:*

(*The list of documents to be submitted in a sealed envelope super scribed as* ***“Technical Bid for providing housekeeping and cleaning services* *to Atal Amrit Abhiyan Society”)***

1. The bidder should affix non-refundable Court Fee Stamp of Rs. 8.25 (Rupees eight and paisa twenty five) in the bid.
2. Earnest Money of Rs. 5000/- (In words Five Thousand Only). In case of SC/ST the EMD will be Rs. 2500/- (In Words Rupees Two Thousand Five Hundred only) provided SC/ST certificates from the competent authority, furnished. The EMD should be in the form of a Demand Draft from any scheduled/ Nationalized Bank drawn in favor Atal Amrit Abhiyan Society, Assam, payable at Guwahati in a proper sealed Envelope Superscribed as EMD for “Tender for House Keeping Services”.
3. The Earnest Money of tenderer is exempted for MSME registered firms under the ministry of MSME.
4. The bidder must submit Self-attested copy of PAN card of firm/company/individual.
5. The bidder must submit self attested copy of Goods and Service Tax (GST) registration of certificate from competent authority.
6. The bidder should be registered with Commissioner of Employees Provident Fund (EPF). Enclose self-attested copy of the valid Registration Certificate of the EPF.
7. The bidder should be registered with Commissioner, Employees State Insurance Corporation (ESIC). Enclose self-attested copy of the valid Registration Certificate of the ESI.
8. The bidder should have experience in providing services in last three years in the Central/State Government/Public Sector companies. (Self-attested copy of Experience certificate issued by Central/State Government/Public Sector companies for the last Three years).
9. The bidder should have average annual turnover of Rs. 10 lakhs during the last three completed financial years i.e 2019-20, 2020-21 & 2021-22 from providing there services. (Turnover Certificate duly sealed and signed by competent Chartered Accountant/ auditor)
10. The bidder must not be blacklisted/ terminated by any Govt Dept/ or by any PSUs in the past. (An up-to date Affidavit (original) of Non-Blacklisting on Non Judicial Stamp Paper in any Govt./Semi Gov./PSU deptt. from public notary/competent legal authority).
11. The bidder must submit Self attested copy of the IT-Return filed for the last three financial Years.
12. Minimum 20 personnel should have been on its rolls in the last one year.
13. The bidder should enclose details relating to the Technical Bid as per format at Annexure-I

***All the documents mentioned above are for establishing the eligibility and non-submission of these documents will result in rejection of the tender. Original of all such documents shall be liable to produce for verification, failing which such documents shall be rejected.***

##  B. FINANCIAL BID:

*Envelope 2: Financial Bid:*

1. Bids will have to be quoted in the bidder’s letter pad and should be submitted in the Financial Bid.
2. The Financial bids of only those firms who qualify in the Technical Bids will be opened. A duly constituted Tender Evaluation Committee (TEC) will evaluate the Financial Bids.
3. The quotation should be filled in the financial bid document should be quote the rate for the specific items both words and figures neatly.
4. Taxes are as applicable to shown separately and duly signed by authorized person of the firms.
5. At the time of payment of bills, the income tax and other taxes, if any, shall be deducted at source as per Government rules and guidelines as may be prevailing at the time of payment.
6. The price quoted by the Bidder shall remain fixed during the entire period of contract as per agreement.

***(The envelope should be sealed properly and super scribed as “Financial Bid for providing housekeeping and cleaning services to Atal Amrit Abhiyan Society”)***

## 3. GENERAL TERMS & CONDITIONS:

1. **PERIOD OF CONTRACT**: The contract will be initially for a period of one year. However, the contract may be extended subsequently, on mutual consent, and on same terms and conditions for a period of not more than six months at a time (upto a maximum of one year) on review of performance, depending upon the requirements and administrative conveniences of the office. The society reserves the right to terminate the contract with service provider within the contract period at any stage, if the service is not found satisfactory.
2. **SECURITY DEPOSIT**:
	1. The successful tenderer will have to deposit a performance security (security deposit) for an amount of 10% (Ten Percent) of the value of the contract in the form of a Bank Guarantee for the validity period of 18 months. The Security deposit will not be adjusted against any payment due to the firm from the office of the Atal Amrit Abhiyan Society, Assam.
	2. The Security Deposit can be forfeited, wholly or partly, by order of the competent authority in the event of any breach or negligence or non–observance of any condition of contract or for unsatisfactory performance or for non–acceptance of the work order. On expiry of the contract, such portion of the said security deposit as may be considered by the o/o Chief Executive Officer, Atal Amrit Abhiyan Society, Assam, sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of firm’s bill has been received and examined.
	3. A letter of intent will be issued to the successful bidder/bidders. Successful bidder shall have to submit a performance security bond within 14 (fourteen) days from the issue of the letter of intent, from scheduled bank.
	4. The final work order will be issued only after the production of the performance security bond and EMD of successful bidder shall be refunded within a week of the receipt of the performance security bond.
3. **AGREEMENT:** The successful bidder will have to enter an agreement initially for a period of one year, further extendable subject to clause 3(a) of General Terms and Condition. Cost of execution of agreement shall be borne by the contractor. Final work order shall be issued only after execution of the agreement by the successful contractor. Apart from other things, all clauses of this tender document shall form the integral part of the agreement.
4. **PENALTIES** :
	1. The Contractor shall disburse salary to its deployed cleaning and maintenance staff by 7th of every month, failing which penalty of Rs. 2,000/- per day will be imposed up to 15th of the month and the contract shall be liable to be terminated. Security Deposit/Performance Bank Guarantee shall be forfeited and Bank Guarantee will be en-cashed. The Client will have the power to appoint any other agency for cleaning and maintenance services at the risk and cost of the Contractor.
	2. The manner of cleaning and maintenance as has been defined at I(2) will be inspected by supervisory staff deployed by the Client in each of the floors.
		1. Failure to carry out cleaning. Each instance will be penalized to the extent of Rs. 500/-.
		2. Pilferage or misuse of consumable supplied by AAAS will lead to a penalty of Rs. 100/- for each instance.
		3. If any employee of the contractor is found in incomplete uniform Rs. 50/- per day per employee shall be deducted from the bill of the contractor.
		4. Non-Deployment of staff or inadequately trained staff will lead to a penalty of Rs. 500/- per day per staff member.
	3. In case the Contractor fails to fulfill the minimum statutory requirements (ESIC/EPF) as per the conditions of the tender document and fails to produce the concerned documents, it shall be treated as breach of the Contract and the Contractor is liable to be blacklisted by the Client, in addition to forfeiting of the monthly bills and Performance Security Deposit.
	4. In case of breach of any conditions of the contract and for all types of losses caused including excess cost due to hiring of maintenance services in the event of Contractor failing to provide requisite number of manpower, the Client shall make deductions at double the rate of hiring rate on pro-rata basis from the bills preferred by the Contractor or that may become due to the Contractor under this or any other contract or from the security deposit or may be demanded from him to be paid within seven days to the credit of the Client.
5. **TERMS OF PAYMENT** :
	1. No payment shall be made in advance.
	2. The contractor shall submit the monthly bill in the first week of following month in respect of previous month (in case of monthly payments) for sanction of the amount of bill and passing the bill for payment, with supporting log sheets duly signed by the users.
	3. All payment shall be made by RTGS/NEFT.
	4. The competent authority shall be at liberty to withhold any of the payments in full or in part subject to recovery of penalties mentioned in this tender.
	5. Wherever applicable all payments will be made as per rate schedule of payments stated in Financial Bid of the submitted bid of the successful bidder.
6. **TERMINATION OF CONTRACT**: Competent authority, without prejudice to any other remedy, for breach of contract, may terminate the contract in whole or in parts.
	1. If the services of the contractor are not found satisfactory, they will be issued a written notice for improvement by the CEO, AAAS. If satisfactory improvement is not found (within a week) after this notice, penalty for poor service as specified in the agreement, a final one-month notice will be issued to the contractor by the authority to terminate the contract without prejudice to any rights or privileges accusing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation independently.
	2. AAAS reserves the right to terminate the contract by giving one month notice to the agency.
	3. In case the contractor is required to (or decide otherwise) discontinue the contract, he/she should give at least three months’ notice to and shall remain essentially working for the said period of notice, till alternate arrangements are made. In case of situation, beyond the control of either party, the contract may be terminated with mutual consent.
	4. AAAS in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.
	5. In case of breach of any terms and condition attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, beside immediate termination of the contract or other lawful action that may be taken against the contractor.
	6. If the contractor fails to perform any other obligation (s) under the conditions of the contract and all clauses of this tender which are integral part of this tender.
	7. Termination for Insolvency: The competent authority may at any time terminate the Contract by giving written notice to the contractor, without compensation to the contractor. If the contractor becomes bankrupt or otherwise insolvent as declared by the competent court.
7. **PERIOD OF VALIDITY OF BID:** Bid shall be valid for 30 days after the date of opening of bids.
8. **EVALUATION OF BID:** The client shall follow two bid systems where the Technical Bid and Financial Bid shall be evaluated separately.

***Technical evaluation:***

* 1. Bid will be evaluated by Tender Evaluation Committee.
	2. Bid will be opened initially as per prescribed schedule and evaluated for technical eligibility.
	3. Only those bidder scoring 60% and above in technical evaluation will be eligible for financial bid.
	4. No conditional Bid will be accepted.
	5. Technical evaluation will be made on the basis of following criteria.

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| --- | --- | --- |
| **Sl. No.** | **Technical Evaluation Criteria** | **Marks** |
| 1. | Bid Document Fee | Mandatory |
| 2. | Court Fee | Mandatory |
| 3. | EMD | Mandatory |
| 5. | GST Registration Certificate of Bidder | Mandatory |
| 6. | PAN  | Mandatory |
| 7. | Signature & Seal on each page | Mandatory |
| 8. | Affidavit for non blacklisting | Mandatory |
| 9. | The bidder should have experienced in providing cleaning and maintenance services in government or semi government or private institutes or five-star hotels etc in last three years in the Central/State Government/Public Sector companies. Experience in providing cleaning and maintenance services.  | 3 yrs (10 marks)3 – 6 yrs (15 marks)More than 6 yrs (20 marks) |
| 10. | Capabilities/detailed strength of manpower – cleaning and maintenance supervisor, and other skilled staff – proposed to be engaged along with details of their qualification, experience and expertise in their relevant fields along with their bio-data. | 20 marks |
| 11. | The bidder must submit Self attested copy of the IT-Return filed for the last three financial years | 20 marks |
| 12. | Latest statements of EPF and ESI registration and number of manpower for which payments are made to EPF and ESI. | 20 marks |
| 13. | Annual turnover statement for past three financial years i.e. 2019-20, 2020-21 and 2021-22 certified by the Auditor/Chartered Accountant. | 10 lakhs (10 marks)10-15 lakhs (15 marks)More than 15 lakhs (20 marks) |
| TOTAL | 100 |

* 1. *The bidder who qualified in the technical evaluation stage shall only be called for opening of financial bids. Client shall intimate the bidders, the time/venue for the financial bid opening.*

***Financial Bid evaluation:***

1. The evaluation of the financial bids would be made on the basis of the monthly fixed amount where the cost of manpower – wages (to include EPF & ESI by the contractor) is taken into consideration for providing cleaning and maintenance services.
2. While quoting the financial bid, the contractor will have to show the break-up of amount quoted, such as uniforms, ESI, EPF, etc. Any firm which does not show this break-up may not be considered for the work.

*The lowest price quoted in financial bid as mentioned will be evaluated separately for awarding the contract.*

*The selected bidder should be financially sound to provide credit limit for a period of 2 months*.

1. **COMPULSORY CONDITIONS:**

**1. Labour Law Compliances**

* 1. The engagement and employment of laborers and payment of wages to them as per existing provisions of various labour laws and regulations is the sole responsibility of the Contractor and any breach of such laws or regulations shall be deemed to be breach of this contract. Client may ask the contractor to produce documents to verify that these provisions / laws are complied with by the contractor.
	2. All wages allied benefits such as leave, ESI, PF, Gratuity, Annual Bonus etc, shall be paid by the contractor and Client shall not incur any liability or additional expenditure whatsoever for the personnel deployed.
	3. It is mandatory that the employees must be paid through bank/cheques only.
	4. The Contractor shall abide by all labour laws, laws related to EPF Organization, ESI Corporation, Workmen Compensation Act. The details of EPF, ESIC in respect of their deployed staff shall be submitted by the Contractor to Client every month along with the bill.
	5. The Contractor shall abide including but not limited to, matters relating to timely payment of wages and allowances, payment of minimum wages, payment of overtime, grant of leave, payment of workmen’s compensation, working hours, safety, maternity benefits, holidays, framing of standing orders, disciplinary action against employees, payment of provident fund contributions, payment of gratuities and payment of bonuses.
	6. The contractor shall be liable for any legal dispute / case / claims that arises or may arise during currency of the contract due to non- compliances of labour or other related laws.
	7. The contractor shall be responsible for compliances of all the laws, rules/regulations and Government instructions that are/will be applicable to and aimed to protect the interest of the employees/worker engaged by it and shall ensure payment of all the statutory dues/liabilities as may have arisen during the past or may arise during the course of performance of contract.
	8. The Contractor shall submit periodicals returns as may be specified from time to time.

 **2. Official Records:**

1. The Contractor shall maintain complete official records of disbursement of wages/salary, showing specifically details of all deductions such as ESI, PF etc in respect of all the staff deployed in Client’s office.
2. The Contractor shall maintain a personal file in respect of all the staff who is deployed in Client’s office. The personal file shall invariably consist of personal details such as name, address, date of birth, sex, residential address (Temporary/Permanent) and all grievances recorded by the staff
3. The Contractor shall furnish an undertaking that within seven days of the close of every month they will submit to Client a statement showing the recoveries of contributions in respect of employees with Certificate that the same have been deposited with ESIC/EPFO Commissioners.
4. Each monthly bill must accompany the
	* 1. List of employees and the amount of wages paid to all the employees with all the benefits such as ESIC/EPF etc.
		2. Copies of authenticated documents (i.e. Challans with ECR) of payments of such contributions to EPFO/ESIC.
5. **CODE OF CONDUCT:** The Contractor shall strictly observe that its personnel:
6. Are always in Clean Uniform with identification badges.
7. Are always smartly turned out and vigilant.
8. Are punctual and arrive at least 15 minutes before start of their duty time.
9. Take charge of their duties properly and thoroughly.
10. Perform their duties with honesty and sincerity.
11. Blockage in toilets, waste water lines or storm water pipes should be attended as directed without any delay.
12. Daily cleaning and wet mopping of office, class rooms, laboratory, toilets, bathrooms and sweeping of common area and corridors. Special care has to be taken for cleaning of carpet and wooden flooring. The cleaning of the office rooms should be completed before 8.30 am on all working days.
13. Read and understand their post and site instructions and follow the same.
14. Extend respect to all Officers and staff of the office of the Client.
15. Shall not drink on duty or come drunk and report for duty.
16. Will not gossip or chit chat while on duty.
17. Will never sleep while on duty post.
18. Will not read newspaper or magazine while on duty.
19. Will immediately report if any untoward incident / misconduct or misbehavior occurs, to Contractor Control and the Client.
20. AAAS will not provide any accommodation and transportation facilities for housekeeping personnel. The Agency shall make its own accommodation arrangement for the housekeeping personnel posted at AAAS.
21. When in doubt, approach concerned person immediately.
22. Get themselves checked by security personnel whenever they go out.
23. Do not entertain visitors
24. Shall not smoke in the office premises.
25. FORCE MAJEURE: If any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of god (hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such events be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such on performance or delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist, and the decision of the purchaser as to whether the supplies/services have been so resumed or not shall be final and conducive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option terminate the contract.

***NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS NOTICE INVITING TENDER.***

**ANNEXURE-I**

**TECHNICAL BID**

**To**

**The Chief Executive Officer**

**Atal Amrit Abhiyan Society**

 **OFFER SUBMITTED FOR PROVIDING HOUSE KEEPING AND CLEANING SERVICES**

**With reference to your advertisement in the local dailies dated ………….. I/ we hereby agree to offer housekeeping and cleaning services by your office:**

**I/We , as a Bidder have submitted the following documents along with Technical Bid:**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Particulars** | **To be filled in by Bidders** |
| 1. | Bid Document Fee |  |
| 2. | Court Fee |  |
| 3. | EMD |  |
| 5. | GST Registration Certificate of Bidder |  |
| 6. | PAN  |  |
| 8. | Signature & Seal on each page |  |
| 9 | The bidder should have experienced in providing cleaning and maintenance services in government or semi government or private institutes or five-star hotels etc in last three years in the Central/State Government/Public Sector companies. Experience in providing cleaning and maintenance services. Lists of clients with years of service experience and performance certificates/testimonials/reports from these clients should be enclosed. |  |
| 11 | Capabilities/detailed strength of manpower – cleaning and maintenance supervisor, and other skilled staff – proposed to be engaged along with details of their qualification, experience and expertise in their relevant fields along with their bio-data. |  |
| 13 | The bidder must submit Self attested copy of the IT-Return filed for the last three financial years |  |
| 14 | Latest statements of EPF and ESI registration and number of manpower for which payments are made to EPF and ESI. |  |
| 15 | Annual turnover statement for past three financial years i.e. 2019-2020, 2020-21 & 2021-22 certified by the Auditor/Chartered Accountant. |  |
| 16 | Affidavit for non blacklisting |  |

**ANNEXURE-II**

**FINANCIAL BID**

**To**

**The Chief Executive Officer**

**Atal Amrit Abhiyan Society**

 **OFFER SUBMITTED FOR PROVIDING HOUSE KEEPING AND CLEANING SERVICES**

**With reference to your advertisement in the local dailies dated ………….. I/ we hereby agree to offer housekeeping and cleaning services by your office:**

**I/We , as a Bidder have submitted the following documents along with Financial Bid:**

**PRICE SCHEDULE**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Item Description** | **Rate per****Housekeeping****personnel** | **Units** | **Basic wages****Per month****Per housekeeping personnel****(amount in Rs)** | **Monthly EPF per housekeeping personnel****(amount in Rs)** | **Monthly ESI per housekeeping personnel****(amount in Rs)** | **Monthly Service Charge per housekeeping personnel****(amount in Rs)** | **TOTAL AMOUNT per month per housekeeping personnel****(excluding GST)** |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Hiring of housekeeping personnel for AAAS | TO BE SUBMITTED ONLY IN BOQ FORMAT SEPARATELY |