



GOVERNMENT OF ASSAM

## **BIDDING DOCUMENT**

**FOR PROCUREMENT OF CLEANING AND MAINTENANCE SERVICES FOR THE GROUND, FIRST, SECOND AND THIRD FLOORS OF THE MAIN BUILDING, SECRETARIAT TRAINING SCHOOL, NEW LIBRARY BUILDING AND ALL DRAINS, PATHWAYS AND PASSAGES AT ASSAM ADMINISTRATIVE STAFF COLLEGE**

**(e-Procurement)**

Bid Ref.No.:376219/5

Dated 4<sup>th</sup> December, 2023

***Issued by:***

**DIRECTOR OF TRAINING  
ASSAM ADMINISTRATIVE STAFF COLLEGE  
JAWAHARNAGAR, KHANAPARA; GUWAHATI-22**

**Notice Inviting Bids (NIB)**

**DIRECTORATE OF TRAINING  
ASSAM ADMINISTRATIVE STAFF COLLEGE**

**JAWAHARNAGAR, KHANAPARA; GUWAHATI-22**

Email: [director@aasc.gov.in](mailto:director@aasc.gov.in) Website: [aasc.assam.gov.in](http://aasc.assam.gov.in)

Bids are invited for providing **“Cleaning and maintenance services for the ground, first, second and third floors of the Main Building, Secretariat Training School, New Library Building and all drains, pathways and passages”** at Assam Administrative Staff College(AASC)for a period of **one year** from awarding of the bid on the following terms & conditions. The contract may be extended **annually for 2<sup>nd</sup> and 3<sup>rd</sup> year** **subject to satisfactory performance under the agreement.**

**Key Events/Dates**

<b>Event</b>	<b>Date</b>
Issue of the advertisement for Bid	04.12.2023
Last date of submission of Online Bid	26.12.2023 (12.00 noon)
Last date of submission of Hard Copy	26.12.2023 (04.00 pm)
Date of opening of Technical Bid	27.12.2023(11.00am)
Cost of Bid documents	Rs. 2,000.00
Earnest Money Deposit	2% of the estimated value
Estimate value	Rs. 52,50,000.00

All queries to be addressed to:  
DIRECTOR OF TRAINING  
ASSAM ADMINISTRATIVE STAFF COLLEGE  
(GOVERNMENT OF ASSAM)  
JAWAHARNAGAR, KHANAPARA  
GUWAHATI, ASSAM– 22  
Phone: (0361) 236 2442, (0361) 236 2372.

**The Bid Document should contain the following Annexures:**

- |                                   |               |
|-----------------------------------|---------------|
| 1. Bid Form                       | Annexure –I   |
| 2. Bidder’s Profile               | Annexure –II  |
| 3. Experience of Service Provider | Annexure –III |
| 4. Details of Manpower            | Annexure – IV |
| 5. Bid Security Deposit Form      | Annexure –V   |
| 6. Prices quoted for bid          | Annexure – VI |
| 7. Financial Bid                  | Annexure -VII |

### **SECTION - A**

The bid for Cleaning and Maintenance Services is for deployment of a total of 26 manpower, which includes cleaners, sweepers and supervisors, for performing **cleaning and maintenance services** for the ground, **first, second and third floors of the Main Building, Secretariat Training School, New Library Building** and **all drains, pathways and passages** of AASC. The skill categories of various personnel to be deployed is contained in the bid document in **Section D**. The tentative deployment plan in the buildings is also given in **Section D**.

The AASC bears the responsibility for reimbursing the payment of **minimum wages** as per latest government notified rates for the category as detailed in Section D. AASC will also reimburse payment of **ESI** and **EPF**. In addition to these, AASC will pay the **GST & contractor's profit** also finalized in the contract agreement. -

On his part the service provider is expected to deploy personnel as per skill category as communicated by AASC. The personnel have to meet the minimum qualifications as per labour law and also be adequately trained so as to perform the duties contained in **Section C**. AASC will be supplied the list of personnel to be deployed in advance and will have the right to refuse deployment of anyone found unsuitable.

The service provider is also bound to provide adequate sets of Summer and Winter uniforms and ID cards to the personnel deployed so that the latter are always attired in clean uniforms with proper identification badges.

**Definitions:**

- (1) **Agreement:** the word “Agreement” and “Contract” has been used interchangeably.
- (2) **Contractor:** The words “Contractor” and the “Successful Bidder”, “Service Provider” have been used interchangeably.
- (3) **Client:** The word “Client” shall mean the Office of the AASC, Khanapara, Guwahati.

**The Bid Document should contain the following form:**

- A1. Two Bid Systems (QCBS) will be followed for this bid.
- A2. The Bidder should submit **Earnest Money Deposit (EMD) of Rs.1,05,000.00(Rupees One Lakh Five Thousand)** only by Account Payee Demand Draft drawn in favour of the **Director, Assam Administrative Staff College Society, Khanapara**. Firms that are eligible for exemption from the bid document fee such as MSE’s have to submit/ copy of documents in support of this exemption
- A3. Bids must be submitted online at the e-Procurement portal (i.e., <http://assamtenders.gov.in>) on or before the due date for submission. In addition to online submission of the technical bid, the Bidders shall submit the hardcopy of the technical bid along with the EMD by post or by hand or drop in the box earmarked and placed in the office of the Procuring Entity inside a sealed envelope within due date and time for submission as mentioned. This cover should be superscribed with “**BID FOR CLEANING AND MAINTENANCE SERVICES at AASC, Khanapara, Guwahati – 22 (Assam)**”.
- A4. The rates for **cleaning and maintenance services for the ground, first, second and third floors of the Main Building, Secretariat Training School, New Library Building and all drains, pathways and passages** should be quoted separately, both in words and in figures.
- A5. All pages of the bid including Brochures are to be numbered as page\_\_\_\_\_ (current page) of \_\_\_\_\_(total pages). The numbering should be done continuously for the whole bid and not section wise.
- A6. The vendor must bear all the costs associated with the preparation and submission of the bid and AASC will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the bidding process.

**SECTION B****GENERAL TERMS AND CONDITIONS TO THE BIDDER****B – 1: Earnest Money Deposit**

1. Earnest Money in the form of **Bank Draft** for **Rs.1,05,000.00(Rupees One Lakh Five Thousand)** only from any Nationalized/Scheduled Bank drawn in favour of **Director, Assam Administrative Staff College, Khanapara.**
2. Bid not accompanied with prescribed earnest money deposit will be rejected summarily. Firms that are eligible for exemption from the bid document fee / EMD such as MSE's have to submit/ copy of documents in support of this exemption.
3. The **EMD of the successful vendor will be refunded after submission of the Performance Guarantee.** The successful bidder shall furnish the performance guarantee in the form of Bank Guarantee/ Fixed Deposit Receipt/ Account Payee Demand Draft issued by a nationalized bank. (Bank Guarantee Form is enclosed as **Annexure-V**).
4. The ***EMD will be forfeited***, if the vendor withdraws his offer or any clause of his offer/bid, if such withdrawal adversely affects the interest of AASC.
5. The ***EMD of the successful vendor shall also be forfeited***, if the vendor fails to deposit the Performance Security Money when required to do so within ***specified period*** and fails to sign the performance agreement within a specified period.
6. The contract can be renewed for further two years, one year at a time, depending on satisfactory performance and mutual agreement of the parties.
7. The successful bidder will have to make available the workers to AASC within **one week** of awarding **Letter of Intent**.
8. The intending bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting the bids.

**B –2: ELIGIBILITY CRITERIA OF THE BIDDER (MINIMUM TECHNICAL REQUIREMENTS)**

**The following are compulsory conditions that have to be satisfied failing which the offer will not be considered. Papers will have to be supplied with the bid in proof thereof along with the bid.**

1. The Registration number of the firm from competent authority along with PAN number of the firm allocated by the Income Tax authorities and trade license should be submitted, failing which vendor's bid would become invalid and same will be rejected summarily.
2. The bidder should be registered with **Goods and Services Tax (GST)**. Enclose copy of the valid Registration Certificate.
3. The bidder should be registered with Commissioner of Employees Provident Fund (EPF). Enclose copy of the valid Registration Certificate of the EPF.
4. The bidder should be registered with Commissioner, Employees State Insurance Corporation (ESIC). Enclose copy of the valid Registration Certificate of the ESI.
5. The bidder should be registered with Labour Commissioner, Assam. Enclose copy of the valid certificate.

**6. Minimum Eligibility criteria:**

For the technical bid to be considered the following minimum criteria has to be met:

- a) **Number of Years in operation:** The bidding entity should have been in operation for at least 3 years.
- b) **Turnover:** The annual turnover (each year) for the last three financial years should be at least Rs. 15,00,000/- (Rupees Fifteen Lakh) only.
- c) **Number of manpower employed:** At least 50 personnel for same nature of work should have been on its rolls in the last one year.

**If any of the above is not met the bid will be summarily rejected irrespective of the technical score.**

**B – 3: DISPUTES AND APPLICABLE LAW**

1. The agency shall be governed by the laws and procedures established by Government of India and Government of Assam, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
2. AASC reserves the right to accept any bid and to reject any or all bids and also cancel this bid or modify the requirement without assigning any reasons. AASC will not be under obligation to give clarifications for doing the aforementioned.
3. AASC also reserves the right to relax any of the terms & conditions of the bid.
4. AASC without assigning any further reason can reject any bid(s), in which any prescribed condition(s) is/are found incomplete in any respect.
5. In case any legal dispute, the place of litigation shall be Guwahati, Assam.
6. Bidders who seek to appeal against any decision, action or omission regarding this particular procurement may do so as per Section 38 of the Assam Public Procurement Act, 2017 and Rule 26 of the Assam Public Procurement Rules, 2020. The first and second appellate authority are as mentioned below:

First Appellate Authority	Second Appellate Authority
Smti Panchali Kakati, ACS Additional Secretary, Administrative Reforms & Training, Pension & Public Grievance Department	Smti Laya Madduri, IAS Secretary, Finance Department Dispur, Guwahati- 06

**B – 4: COMPULSORY CONDITIONS****1. Labour Law Compliances**

- (i) The engagement and employment of labourers 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.

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- (ii) 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.
- (iii) It is mandatory that the employees must be paid through bank/cheques only.
- (iv) 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. 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.
- (v) 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.
- (vi) 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.
- (vii) The Contractor shall submit periodicals returns as may be specified from time to time.

## 2. Official Records:

- (i) 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.
- (ii) 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.
- (iii) 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.
- (iv) Each monthly bill must accompany the:
  - (a) List of employees and the amount of wages paid to all the employees with all the benefits such as ESIC/EPFetc.
  - (b) Copies of authenticated documents (i.e. Challans with ECR) of payments of such contributions to EPFO/ESIC.
  - (c) The Contractor shall also prepare a register indicating all payments, dues in respect of all the employees.

- 3. **All expenses related to cleaning chemical and consumable items** will be borne by the contractor. AASC will provide one scrubbing machine and one vacuum cleaner.

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4. Method and minimum frequency of cleaning and supervision in Office Buildings, Secretariat Training School, New Library Building and drains, pathways & passages will be done as per details available in **SECTION C: C2 and C3**.
5. The various sites are as follows:

Sl. No.	Name of site (Buildings include all floors, rooms, halls, common areas, corridors and other spaces within the walls of a particular building)
1	Administrative Building
2	New Library Building
3	Secretariat Training School
4	Drains around the administrative building, new library building and hostel block – A including all drains and all pathways & passages in the AASC premises.

**All bidders are advised to visit AASC to familiarize themselves with the buildings and their layout. The details of Buildings are given at C - 6.**

#### **B – 5: SUBMISSION OF THE BID**

1. Online Bids and hard copies must be submitted on or before the date specified in the Bid Document. In the event of the specified date for the submission of bids being declared a holiday, the hard copy of the bids will be received till the next working day or if there is a sudden **Strike or Bandh or Holiday** the bids will be received on next second day.
2. The Director, AASC may, at his/her discretion extend this deadline for submission of bids in which case all rights and obligations of AASC and bidders, previously subject to the deadline, will thereafter be subject to the deadline as extended.
3. **Late bid:** After the stipulated date and time of submission as mentioned in the bid notice, online submission will be closed and hard copies will be rejected.

#### **B – 6: OPENING OF BIDS**

1. The Technical Bids submitted by the Bidders through the e-Procurement portal and the hard copies shall be opened on the due date. The Technical Bids of only those vendors whose EMD is found to be in order will be opened subsequently in the same session for further evaluation.

##### **1. Clarification on Technical Bid evaluation:**

- 1.1 The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation and comparison of the bids, and qualification of the bidders, the Client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered. The Client's request for clarification and the responses shall be in writing.
- 1.2 If a bidder does not provide clarification of its bid by the date and time set in the Client's request for clarification, its bid may be rejected.
- 1.3 Client also reserves right to seek confirmation/clarification from the issuer



agency, on the supporting documents submitted by the bidder.

## 2. Evaluation of Technical Bids (Segregated Type):

2.1 The client shall follow two bid systems where the Technical Bid and Financial Bid shall be evaluated separately.

2.2 The evaluation of the technical bids would be made on the basis of:

Sl No	Particulars	Max. Marks
a	Experience in providing cleaning and maintenance services in government or semi government or private institutes or five-star hotels etc. Lists of clients with years of service experience and performance certificates/testimonials/reports from these clients should be enclosed. <ol style="list-style-type: none"> <li>Experience of 5 years and above – <b>30</b></li> <li>Experience of 4-5 years – <b>25</b></li> <li>Experience 3-4 years – <b>20</b></li> </ol>	<b>30</b>
b	Capabilities/detailed strength of manpower – cleaning and maintenance supervisor, and other skilled staff engaged along with details for the last 3 financial years. ( <i>Marks will be allotted on the basis of minimum intake out of 3 financial years</i> ) <ol style="list-style-type: none"> <li>Payroll 91 above (each year) – <b>40</b></li> <li>Payroll 71-90 (each year) – <b>35</b></li> <li>Payroll 51-70 (each year) – <b>30</b></li> <li>Payroll 50 (each year) – <b>25</b></li> </ol>	<b>40</b>
c	Total Turnover in the last three financial years i.e. 2020-21, 2021-22 and 2022-23: <ol style="list-style-type: none"> <li>Rs. 60,00,000 and above – <b>30</b></li> <li>Rs. 50,00,000 – Rs 60,00,000 – <b>25</b></li> <li>Rs. 45,00,000 – Rs 50,00,000 – <b>20</b></li> </ol>	<b>30</b>
<b>Total marks for the Technical Bid shall be - 100</b>		

2.3 The minimum **qualifying marks** to be scored in technical bid is – **65**.

2.4 The Bidder shall be required to produce self-attested copies of the relevant documents in support of 2.2 in addition to the documentary evidence for being considered during technical evaluation.

2.5 Annual turnover for the last three financial years i.e. 2020-21, 2021-22 and 2022-23.

2.6 Latest statements of EPF and ESI registration and number of manpower for which payments are made to EPF and ESI.

2.7 A substantially responsive bid shall be one that meets the requirements of the bidding document in totality as per para 2.2. The Technical bid not meeting the minimum requirements as per the bid documents shall be rejected.

- (i) The responsiveness of the bid, i.e. receipts of duly filled, signed and accepted bid documents in complete form, including Authorization letter.
  - (ii) Receipt of valid EMD with requisite amount in the mentioned format.
  - (iii) Documents in proof of meeting the minimum eligibility criteria. (School Certificate, Experience Certificate)
  - (iv) Any other documents as required to support the responsiveness of the bidder as per bid.
- 2.8 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 for the financial bid opening.

### 3. Financial Bid opening procedure:

- 3.1 The Financial Bids of all the technically qualified bidders shall be opened online on the appointed date and time.
- 3.2 Mere becoming the lowest bidder, prior to financial bid scrutiny will not give any right to the Lowest Bidder to claim that he is successful in the bidding process. The successful bidder (L-1) shall be decided only after following due procedure.

### 4. Financial Bid valuation:

- a. 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.*
- b. While quoting the financial bid, the contractor will have to show the break-up of amount quoted, such as ESI, EPF, etc. Any firm which does not show this break-up may not be considered for the work. (Annexure –VII)*

## B – 7: Combined Quality & Cost Evaluation

In case of QCBS, the total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions given herein. The Bidder achieving the highest combined technical and financial score will be awarded the contract. Evaluation of the Technical Bids shall be given a weightage of 70% and the Financial Bids weightage of 30%.

**The formula for QCBS is as follows:**

**The lowest evaluated Financial Bid (Fm) is given the maximum financial score (Sf) of 100. The formula for determining the financial scores (Sf) of all other Bids is calculated as following:  $Sf = 100 \times Fm / F$ , in which “Sf” is the financial score, “Fm” is the lowest price, and “F” the price of the bid under consideration.**

**The weights given in the Technical (T) and Financial (P) Bids are:**

T= [Insert weight], and

P= [Insert weight]

Bids are ranked according to their combined technical (St) and financial (sf) scores using the weights (T= the weight given to the Technical Bid; P= the weight given to the Financial Bid; T+ P = 1 as following:  $S = St \times T\% + Sf \times P\%$ ).

**B – 8: BID ACCEPTANCE & REJECTION**

1. Director, AASC, reserves the right to reject any part or whole of the Bid without assigning any reason whatsoever.
2. **Letter of Intent** will be issued to the successful vendor after evaluation of the Technical and commercial bids. The **final work order** will only be issued after receiving the financial concurrence and submission of the Performance Guarantee by the vendor in the form of bank guarantee and agreement within stipulated period.

**B – 9: SIGNING OF CONTRACT**

At the same time as AASC notifies the successful Bidder that its bid has been accepted, AASC will send the Bidder the contract agreement incorporating all agreements between the parties on non-judicial stamp.

**B – 10: PERFORMANCE SECURITY**

1. The successful bidder should furnish performance security to AASC for an amount of 3% of the total rate quoted and same will be valid for more than 60 days after completion of contract obligation in accordance with the conditions of contract in the form of bank guarantee/ FDR.
2. The Performance Security Deposit will not carry any interest.
3. EMD will be refunded within 15 days after submission of the performance guarantee by the bidder.
4. **Performance guarantee will be forfeited** for unsatisfactory service and non-compliance of any clause of the contract.

**B – 11: TERMINATION FOR INSOLVENCY**

AASC may at any time terminate the order / contract by giving written notice of four weeks to the contractor, without any compensation if the contractor becomes bankrupt or otherwise insolvent.

**B – 12: TERMINATION FOR CORRUPT OR FRAUDULENT PRACTICES OR DEFAULT**

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1. Bidder shall observe the highest standards of ethics during the period of contract.
2. AASC will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
3. Default is said to have occurred:  
  
“If the contractor fails to deliver any or all of the services and/or fails to perform any other obligation (s) under the contract within the time period(s) specified in the order or any extension thereof granted by AASC.”

If the agency, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from AASC (or takes longer period in spite of what AASC may authorize in writing), AASC may terminate the contract in whole or in part.

**B – 13: Confidentiality**

1. Information relating to the evaluation of bids including finalization of the list of technically qualified bidders, price comparison and recommendation for award of contract, shall not be disclosed to bidders or any other persons not officially concerned with the bidding process until information on Contract Award is officially communicated to all Bidders.
2. Any effort by a Bidder to influence the officials of the Procuring Entity or its committee in the evaluation or contract award decisions may result in the rejection of its Bid.

**B – 14: Sub-contracting**

1. The Supplier shall not sublet or assign the contract or any part of it to the third party without obtaining the written consent / permission from the Purchaser in advance.

**SECTION C****SCHEDULE OF HOUSEKEEPING SERVICES**

In this Schedule of Requirements, the details of mechanized housekeeping services to be provided by the Contractor and also other information, instructions of the Client and instructions to the Contractor's employees posted at the Client's site and all such other aspects of the Contracts are to be mentioned.

**C – 1: SCOPE OF WORK (Cleaning and Maintenance service)**

1. The scope of Work and the Schedule of services shall include all works but not limited to cleaning (building), sweeping, continuous mopping of floors, vacuuming of carpets, dusting of furniture and equipment. **Details are given in C-2 to C-3. Details of building are given in Section C-6.**
2. The Contractor has to provide workforce to maintain the building as required and of quality to ensure workmanship of the degree specified in the Contract and to the satisfaction of Client.
3. **The Contractor shall provide all machineries for cleaning of the premises.**
4. The Contractor shall ensure that all housekeeping staff are fully conversant with the premises and with the client's business activities and its related housekeeping requirements.
5. **The contractor shall ensure general cleaning, machinery cleaning, vacuum cleaning, wooden floor cleaning and polishing etc as per the schedule and requirement of AASC.**
6. The Contractor shall exercise adequate supervision to ensure proper performance of mechanized housekeeping services in accordance with the requirements.
7. The personnel of the Contractor shall not be the employees of the Client and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract. The Contractor shall make them known about this position in writing before deployment under this agreement.
8. The Contractor shall also provide at its own cost all benefits statutory or otherwise to its employees and the Client shall not have any liability whatsoever on this account.
9. Contractor must provide standard and clean liveries to its employees /supervisors with their photo identity cards properly displayed during duty time. No extra payments shall be claimed by the Contractor or its deployed staff from the Client for such items.
10. Contractor shall be solely responsible for any indiscipline, theft, loss or damage to any person or persons / property at the premises on account of acts of omission and commission by the staff deployed by him and cost of any such damage shall have to be borne by the contractor.
11. Contractor must maintain a log book to record daily activities in details. The log book

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will be examined by the Client on a regular basis. A copy of the log book needs to be submitted on a monthly basis.

**12. Waste Disposal Management:** The Contractor shall ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The Contractor shall also ensure segregation of bio degradable and non-bio degradable garbage with markings as bio degradable and non-bio degradable. Finally, the Contractor will arrange for disposal of garbage at such a place as indicated by Director and Administrative Officer, AASC.

**13.** The personnel provided should be fully trained for the housekeeping work.

## **C – 2: Cleaning Drill**

*(Detailed cleaning drill will be given for each kind of area separately. For example, toilets, floors, upholstery, carpets, outside areas, windows etc.*

*The drill will also include frequency of cleaning and equipment and cleaning agent along with step by step method to be followed.)*

**(Detailed Cleaning Schedule – including method of cleaning and frequency and equipment and cleaning agent to be used)**

**Note:** Violation of this will invite penalty clauses.

**(A) Cleaning Activities for Administrative Office Building including Secretariat Training School and New Library Building.**

**Schedule for Daily Services twice daily – from 07:00 AM to 12.00 noon and from 02:00 PM to 05:00 PM**

**Cleaning of classrooms and common areas (such as corridors, foyer, toilets, lifts, stairs and passages)**

**Cleaning of toilets every hour during the days of meetings and trainings.**

**This will include**

### **1. Dust mop / damp mop with cleaning solution:**

- a) All mopping should be completed before office hours (9:00 am) and during lunchtime.
- b) Clean dust and debris from the floor using a large dust microfiber dust mop.
- c) Damp mopping with standard cleaning solution.

### **2. Dusting:**

- a) All furniture and equipment (including fans, fixture, windowsills, doors etc.)
- b) Areas where computer units are housed have to be vacuum cleaned daily.
- c) Remove fingerprints and marks from around light switches and doorframes.
- d) Dusting / wiping of Trays / Whiteboards.

**3. Toilets: (Cleaning of urinals every hour from 08.00AM to 05.00PM)**

- a) Provision of cleaning toilets every hour.
- b) Provision of liquid soap in dispensers
- c) Provision of Naphthalene balls/urinal cubes in urinals
- d) Provision of toilet rolls
- e) Provision of toilet cubes
- f) Provision of Multifold paper towel in dispensers

**4. Detailed method of cleaning of:**

- a) Place “toilet under cleaning” board outside the door before starting work. Remove items from atop and around the toilet. Make note of needed repair. Put on clean gloves.
- b) Wipe down the toilet with a damp sponge. Wipe around the tank, lid, seat base and exterior of the bowl.
- c) Apply toilet cleaner/chemical to the inside of the bowl. Allow cleaner / chemical to soak into the bowl for at least 10 minutes before proceeding.
- d) Scrub the bowl with a toilet brush.  
*Note: Never reuse cleaning tools from the urinals or toilet bowls on any other surface.*
- e) Flush the toilet. Continue to scrub as the water drains from the toilet.
- f) Clean the rest of the toilet with a disinfectant cleaning solution.
- g) Clean mirrors and dispensers with glass cleaner and wipers.
- h) Wipe clean all metals.
- i) Dust mop or sweep. Using a clean mop head, wet mop floor with disinfectant solution and allow floor to air dry.
- j) The Contractor shall also ensure placing of bio degradable and non-bio degradable dustbins with markings as bio degradable and non-bio degradable

**Weekly Services:**

- 1. Cleaning of glass doors, windows, knobs, all sign boards. Cleaning to be done with cleaning agent.
- 2. Cleaning of curtain wall glasses from outside.
- 3. Squeegee glass windows inside and out.

**Daily service of the 3<sup>rd</sup> Floor of the Administrative Building and Monthly Services of all other specified sites:**

- i. Vacuum all carpets and mats.
- ii. Wooden floor cleaning, buffing and polishing.
- iii. Cleaning floors with Auto Scrubber Drier.

**(B) Cleaning Activities for Office Rooms****Daily Services (once daily – before 08:30 hrs):****1. Brooming/Dust mop/Damp mop with cleaning solution:**

- a) All mopping should be completed before office hours and during lunchtime.

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- b) Clean dust and debris from the floor using a dust microfiber dust mop or broom.
- c) Damp mopping with cleaning solution.

## 2. Dusting:

- a) All furniture and equipment (including fans, fixture, windowsills, doors, etc.)
- b) Areas where computer units are housed have to be vacuum cleaned daily.
- c) Remove fingerprints and marks from around light switches and doorframes.
- d) Dusting/wiping of Trays/Whiteboards.
- e) Wipe all internal glass.

## Weekly Services:

1. Cleaning of glass doors, windows, knobs, all sign boards. Cleaning to be done with cleaning agent.
2. Cleaning of curtain wall glasses from outside.
3. Squeegee glass windows inside and out.
4. Broom entire office room after removing furnishings, rugs or other obstacles.

## Monthly Services:

- i. Vacuum all carpets and mats.
- ii. Wooden floor cleaning, buffing and polishing.
- iii. Cleaning floors with Auto Scrubber Drier.

## (C) (i) Cleaning Activities for pathways

**Daily Services (Thrice daily – At 07:00 AM, 12:30 PM and 4:30 PM):**

**Brooming and picking up of leaves, wastes, tobacco wrappers, bottles, etc. to ensure absolutely clean campus.**

## (ii) Cleaning Activities of drains

- (a) The regular drains around the buildings within the campus of AASC are to be cleared and cleaned on a daily basis and ensure that no debris get collected in the drains thereby blocking them.
- (b) The bigger drains of the campus wherein there is accumulation of wastes and water are to be cleared and cleaned on a weekly basis.

## C – 3: SCOPE OF WORK FOR SUPERVISOR:

- (i) The Supervisor is expected to ensure that the drill as outlined above is being performed by all cleaners. For this purpose, he will have to be continuously making physical inspection and submit signed check sheets daily **to the concerned employee deployed by AASC.**
- (ii) Apart from ensuring routine cleaning and maintenance the Supervisor will also make continuous rounds to see if any urgent cleaning is required in any area due to any reason.



**C- 4: PENALTIES:**

1. **The Contractor shall disburse salary to its deployed cleaning and maintenance staff by 7<sup>th</sup> of every month, failing which penalty of Rs. 2,000/- per day will be imposed up to 15<sup>th</sup> 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 C-2 will be inspected by supervisory staff deployed by the Client in each of the buildings.**
  - a) **Failure to carry out cleaning. Each instance** will be penalized to the extent of Rs.1,000.00
  - b) **If any employee of the contractor is found in incomplete uniform** Rs. 100.00 per day per employee shall be deducted from the bill of the contractor.
  - c) Non-Deployment of staff or inadequately trained staff will lead to a penalty of Rs. 408.73per day for semi-skilled and Rs. 352.40per day for unskilled workers respectively.
3. In case the Contractor fails to fulfill the minimum statutory requirements (ESIC/EPF) as per the conditions of the bid 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.**

**C – 5: CODE OF CONDUCT:**

The Contractor shall strictly observe that its personnel:

- ✓ Are always in Clean Uniform with identification badges.
- ✓ Are always smartly turned out and vigilant.
- ✓ Are punctual and arrive at least 15 minutes before start of their duty time.
- ✓ Take charge of their duties properly and thoroughly.
- ✓ Perform their duties with honesty and sincerity.
- ✓ Read and understand their post and site instructions and follow the same.
- ✓ Extend respect to all Officers and staff of the office of the Client.
- ✓ Shall not drink on duty or come drunk and report for duty.
- ✓ Will not gossip or chit chat while on duty.
- ✓ Will never sleep while on duty post.
- ✓ Will not read newspaper or magazine while on duty.

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- ✓ Will immediately report if any untoward incident / misconduct or misbehavior occurs, to Contractor Control and the Client.
- ✓ When in doubt, approach concerned person immediately.
- ✓ Get themselves checked by security personnel whenever they go out.
- ✓ Do not entertain visitors
- ✓ Shall not smoke in the office premises.

**C – 6: Detail of buildings**

Sl. No.	Name of Building
1.	<p><b>Administrative Building:</b></p> <p><b>Third Floor:</b> Board Room with VIP lounge including Gents &amp; Ladies washrooms (301), VIP Lounge (302), Class Room (303), Utility Room (304), VVIP Lounge (305), VVIP Pantry &amp; Dining Hall (306), Kitchen Room (307), Conference Hall with VIP Lounge including Gents &amp; Ladies washrooms (308), Conference Hall with VIP Lounge (309), Server Room (310), Secretariat Services Room (311), Media Room (312), Two large Gents Washrooms, Two large Ladies Washrooms, hall ways and Roof Top and staircases.</p> <p><b>Second Floor:</b> Director's Room, Director's P.A. Room, Maharaja Room, Principal Secretary's Room, Seminar Hall, Utility Room, Faculty Lounge, Five Officer's Rooms, Two Lecture Halls, Two Computer Labs, Two Syndicate Rooms, Server Room, Utility Room, Two large Gents Washrooms, Two large Ladies Washrooms, Balcony, hallways and staircases.</p> <p><b>First Floor:</b> Eleven Officer's Rooms, Five Class Rooms, Two Utility Room, Three Syndicate Rooms, Server Room, Foyer Area, A C Dining Hall below foyer area, Two large Gents Washrooms, Two large Ladies Washrooms, Washroom for specially abled, hall ways and staircases.</p> <p><b>Ground Floor:</b> Main Office Room, Research Assistant Room, Two Officer's Rooms, Two Utility Rooms, Server Room, PETC Class Room, Officer's Waiting Room, Reception Counter, Two Syndicate Rooms, dining space, all wash rooms, lounge, hall ways and staircases.</p>
2.	<b>Secretariat Training School:</b> Office rooms, Class rooms, Lobby, Wash rooms and staircases.
3.	<p><b>New Library Building:</b></p> <p><b>Second Floor:</b> Syndicate Room, Electrical Room, Audio Visual Room, Three Archive/ Digital Archive Rooms, Office Room, Two Central Management Rooms, Group Study Room, Washrooms for Gents, Ladies and specially abled, Roof Top and staircases.</p> <p><b>First Floor:</b> Electrical Room, e-Library Room, Hall Room and Washrooms for Gents, Ladies &amp; specially abled and staircases.</p> <p><b>Ground Floor:</b> Main library, Server Room, Two Office Rooms, Electrical Room and Washrooms for Gents, Ladies &amp; specially abled and staircases.</p>
4.	<b>Surrounding:</b> All Drains, pathways & passages around the administrative building, new library building and hostel block – A.

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**SECTION – D****Tentative Deployment Schedule of Cleaning Staff & Supervisors (Skill Category: Semi Skilled/Unskilled)**

Sl. No.	Name of Building	Floors	Requirement of cleaning staff			
			Supervisor (Semi skilled)	Cleaners (Unskilled )	Sweepers (Unskilled)	
1	Administrative Building	Third floor	1	4	2	
		Second floor		2	2	
		First floor		2	1	
		Ground floor		2	1	
2	Secretariat Training School	First floor	1	1	1	
		Ground floor				
3	New Library Building	Second floor		1	1	1
		First floor				
		Ground floor (main library)				
4	Surroundings	Drains			4	
		Pathways				
			2	24		
Total			26			

**Detailed calculation of wages for a year for all categories for the purpose of evaluation of Bid Bids**

Sl. No.	Category	Minimum wages per day (as per notification of Labour Commissioner, Govt. of Assam, No. ACL/41/2004/3905-908 dtd 27/04/2023) (Present rate w.e.f. 01.01.2023)	Total mandays in a year	Total wages in a year
1	Supervisor (semi-skilled)#	Rs. 408.73	(360 X 2) = 720	Rs. 2,94,285.60
2	Cleaners & Sweepers (unskilled)#	Rs. 352.40	(360 X 24) = 8,640	Rs. 30,44,736.00
			<b>Total (Rs.)</b>	<b>33,39,021.60</b>

# Assuming 360 days in a year for each supervisor / cleaner & sweeper for the calculation of total mandays.

**Qualification/output of personnel deployed:**

The personnel deployed should be able to perform the cleaning and maintenance drill as prescribed in the bid document, including ability to handle machines for monthly cleaning.

<b>Category</b>	<b>Criteria for appointment</b>
Supervisors	Minimum HS passed with 3 years of experience in similar field.
Cleaners	8 <sup>th</sup> Standard passed

Bidders may note that staff may be deployed in shifts as indicated by AASC. Shifts need not be continuously for 8 (eight) hours and may be split into two or more depending upon the work load during particular time of the day.

The above is only a tentative deployment schedule building-wise. Actual deployment will be communicated on the Friday preceding the week in question.

Director of Training  
Assam Administrative Staff College

**ANNEXURE - I****BID FORM**

(on the letter head of the firm submitting the bids documents)

To

The Director,  
Assam Administrative Staff  
College, Jawaharnagar,  
Khanapara, Guwahati – 22.

Ref: Biddocument No.....Dated.....

Sir,

Having examined the bidding documents, we, the undersigned, hereby submit the financial & technical bids for **cleaning and maintenance services for the ground, first, second and third floors of the Main Building, Secretariat Training School, New Library Building and all drains, pathways and passages** as per the schedule of requirement and in conformity with the said bidding documents.

I/We offer to execute in conformity with the Bidding Document for providing **cleaning and maintenance services for the ground, first, second and third floors of the Main Building, Secretariat Training School, New Library Building and all drains, pathways and passages**

I/We enclose herewith the complete Financial and Technical Bid as required by you. This includes Bid Letter and Service charge Schedule.

I/We agree to abide by our offer for a period of 120 days from the date fixed for opening of the bid documents and that we shall remain bound by a communication of acceptance within that time.

I/We also declare that Government of India or Government of Assam or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.

**Certified that the bidder is:**

A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of sole proprietor,

Or

A partnership firm, and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement / by virtue of general power of attorney.

I/We do hereby undertake, that, until a formal work order is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent awarding the work order, shall constitute a binding contract between us.

Dated this day of.....

Details of  
enclosures

FAX No.:

e-mail: Company Seal &amp; signature

Full

Address:

Contact No.:

Address:

**ANNEXURE - II****BIDDER'S PROFILE****General**

1. Name of the firm  
.....

2. Number of years in Operation.....(supporting documents such as contract or work completion certificate placed at page no.\_\_\_\_)

3. Turnover during the last three (three) years:

a) FY2020-21:

b) FY2021-22:

d) FY2022-23:

(supporting document such as CA certified turnover, Balance Sheet & Profit and Loss statements for the last two years placed at page no.\_)

4. Number of Manpower on roll ..... (supporting document such as challan of EPF contribution placed at page no.\_\_\_\_)

Note: Number of Manpower on roll will be considered only on the basis of latest EPF challan submitted.

5. Site and composition of client base (supporting document placed at page no.\_\_\_\_)

6. Name of the authorized person submitting the Bid "Shri/Smt.

.....

7. Designation of the authorized person submitting the bid .....

8. Name, Designation, Address and Mobile No. of alternate person

.....

.....

.....

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9. Address of the firm .....

.....

10. Tel No. with STD Code (O) ..... (Fax) .....  
(R).....

11. Mobilen. Of the person submitting the Bid .....

12. E-mail of the person submitting the Bid.....

13. Organization's email ID

.....

14. Website address

.....

15. Registration & incorporation particulars of the firm: (supporting document placed at  
pageno. ....)

i. Private Limited

ii. Public Limited

iii. Any other - Please

specify.....

16. Name of Director(s).....

17. Email ID of Director(s)

.....

18. Mobile number of Director(s)

.....

19. Bidder's bank, its address and current account number.....

.....

20. Permanent Income Tax Number, Income Tax Circle.....

(Please attach copies of income tax return for last two years)

21. GST Number ..... (supporting document placed at page  
no. ....)

(Please attach copies of GST Registration Number)

22. TIN Number.....(supporting document placed at page no. ....)

23. EPF Registration Number ..... (supporting document  
placed at page no. ....)

24. ESIC Registration Number ..... (supporting document

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placed at pageno.\_\_\_\_)

25. Particulars of EMD:

- i. DemandDraft/BankGuaranteeNo.....
- ii. Date.....
- iii. Name of Bank.....
- iv. AddressofBank.....
- v. ValidityofDD/BG .....

26. Labour License details..... (supporting document placed at pageno.\_\_\_\_)



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**UNDERTAKING**

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest rates as quoted in any other institution in India.
3. I/we give the rights to the competent authority of the office of AASC, Khanapara, Government of Assam to forfeit the Earnest Money/Security Money deposited by me/us in case of breach of conditions of Contract.
4. I hereby undertake to provide the mechanized cleaning and maintenance services as per the directions given in the bid document/contract agreement.

Place:

Date:

Signature of Bidder/Authorized signatory

.....

Name of the Bidder

.....

Seal of the Bidder

**ANNEXURE – III****EXPERIENCE OF SERVICE PROVIDER**

(Please use a separate worksheet duly signed and sealed)

Sl No.	Full postal address of clients (past and present and name of the officer-in-charge)	Nature of works	Duration of the contract	Amount of contract	Remarks (if any)

Note: (1) Original/attested copies of work order and completion and performance certificates from the client.

(2) Any other information in support of professional capability with documentary evidence

Date:

Signature of the bidder

## DETAILS OF MANPOWER

[illegible]

Signature of the bidder

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**ANNEXURE – V**

**BID SECURITY DEPOSIT FORM  
(BANK GUARANTEE FORM FOR  
PERFORMANCE GUARANTEE)**

**To.....(Name of Organization)**

**WHEREAS** ..... (name of bidder) hereinafter called “the bidder” has undertaken, in pursuance of contract No.....dated ..... to provide ..... (Description of work) hereinafter called “the order”.

**AND WHEREAS** it has been stipulated by you in the said order that the contractor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Contractor’s performance obligations in accordance with the order.

**AND WHEREAS WE HAVE AGREED TO GIVE THE Contractor a Guarantee:**

**THEREFORE, WE** hereby affirm that we are Guarantors and responsible to you, on behalf of the Contractor, upto a total of.....(Amount of the Guarantee in words and figure)and we undertake to pay you, upon your first written demand declaring the contractor to be in default under the order and without cavil or argument, any sum of sums within the limit of..... (amount of Guarantee)as aforesaid, without your needing to provide or to show ground or reasons for your demand or the sum specified therein.

This guarantee is valid until the ..... day of ..... 20.....

Signature and Seal of guarantors

.....

Address.....

.....

.....

.....

**All correspondence with reference to this guarantee shall be made at the following address:**

**(Name and address of the Bank)**

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**ANNEXURE -VI**

To be sent with the bid document by enclosing in a separate sealed cover superscripted as  
**“Quotation for Cleaning and Maintenance Services”**

*Please read enclosed instructions carefully before filling this quotation.*

Quotation of rates by \_\_\_\_\_

In response to the bid notice No. \_\_\_\_\_  
dated \_\_\_\_\_ floated by AASC, Khanapara to invite bid for  
**“Cleaning and maintenance services for the ground, first, second and third floors  
of the Main Building, Secretariat Training School, New Library Building and all  
drains, pathways and passages”** afore mentioned firm hereby submits the following  
rates as service charge.

Service charges are quoted in percentage terms:

(Figure) \_\_\_\_\_

(Words) \_\_\_\_\_

**Signature of the bidder**

**Name of the signatory**

**Company Seal**

**Dated** \_\_\_\_\_

**ANNEXURE – VI****Instructions for filling**

**Detailed calculation of wages for a year for all categories for the purpose of evaluation of Bid bids as given in Section - D**

Sl. No.	Category	Minimum wages per day (as per notification of Labour Commissioner, Govt. of Assam, No. ACL/41/2004/3905-908 dtd 27/04/2023) (Present rate w.e.f. 01.01.2023)	Total mandays in a year	Total wages in a year
1	Supervisor (semi-skilled)#	Rs. 408.73	(360 X 2) = 720	Rs. 2,94,285.60
2	Cleaners&Sweepers (unskilled)#	Rs. 352.40	(360 X 24) = 8,640	Rs.30,44,736.00
<b>Total (Rs.)</b>				<b>33,39,021.60</b>

- The above rates are furnished for ready reference of the bidders. The rates are applicable for financial evaluation of the bids as well as for actual payment to the successful bidder entering into agreement for supply of manpower. In case minimum wages are revised by the government same will be paid and service charge will also be applicable according to revised wages.
- For calculation of financial weightage of financial bid the Base Financial Value has been calculated as Rs. 33,39,021.60 based on the manpower deployment and detailed calculation given in Section – D plus the EPF and ESI @ prevalent rate, the contractor's profit and GST if applicable in percentage terms will be added to this to arrive at the bid amount for purpose of financial bidevaluation.**
- The tentative deployment schedule is given in Section – D. this may however, be varied by 10% plus or minus.
- Deployment will be for all days in a month. On rest day/off day substitute will be deployed by the contractor.
- While quoting the service charge the bidder may bear in mind that uniforms, training, bonus and other miscellaneous costs will have to be borne by the bidder. No extra charges will be paid on any account.
- Actual payments to the successful bidder will depend on the actual manpower deployed and service charge applicable (quoted by him).**
- The successful bidder will be paid following charges:**
  - Minimum Wages.**
  - EPF and ESI.**
  - Service charge on minimum wages.**
  - GST as applicable to payment period.**
  - Contractor's profit**

**Note – Payment of Minimum Wage, EPF and ESI will be made on submission of proof of payment by the firm awarded contract.**

**ANNEXURE – VII****(FINANCIALBID)****Break up (The cost of the following items are all inclusive in the above table)**

<b><u>Rates for</u></b>	<b><u>Amount( Rs.)</u></b>
<b><i>Cost of manpower</i></b> as indicated at SECTION – D per annum	<b><u>Rs. 33,39,021.60</u></b>
Calculation of ESI per annum	
Calculation of EPF per annum	
GST as applicable per annum	
Cost of the materials (including chemicals and consumables)	
Summer and Winter Uniforms cost	
Contractors profit per annum	
<b>GRANDTOTAL per annum (INFIGURES)</b>	
<b>GRAND TOTALper annum (in words)</b>	
<b>Rate per month in figures and words</b>	

**Seal & Signature of the bidder**

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<b><u>Rates for</u></b>	<b><u>Amount( Rs.)</u></b>
Hostel Block A	
Ground floor of Administrative Building	
1 <sup>st</sup> floor of Administrative Building	
2 <sup>nd</sup> floor of Administrative Building	
3 <sup>rd</sup> floor of Administrative Building	
Ground floor of New Library Building	
1 <sup>st</sup> floor of New Library Building	
2 <sup>nd</sup> floor of New Library Building	
All Drains, pathways, passages etc.	
<b>GRAND TOTAL (IN FIGURES)</b>	
<b>GRAND TOTAL (in words)</b>	

Seal &amp; Signature of the bidder