



**GOVERNMENT OF ASSAM  
DIRECTORATE OF TRAINING  
ASSAM ADMINISTRATIVE STAFF COLLEGE  
AN INSTITUTE CERTIFIED UNDER THE STANDARDS OF ISO 9001:2015  
JAWAHARNAGAR, KHANAPARA; GUWAHATI-22  
PHONE NO.0361- 2363325, FAX NO.0361-2362361**

**TENDER FOR CLEANING AND MAINTENANCE SERVICES**

Tender Notice No. AASC(HK)22/2020/02 Dated: 20.05.2020

Sealed “TENDERS” are invited by the undersigned for providing **cleaning and maintenance services** for the ground, **first, second and third floors of the Main Building, Hostel Block - A, 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 tender 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 Tender	22.05.2020
Last date of submission of Tender	22.06.2020 (11.00 am)
Date of opening of Technical Bid	30.06.2020 (12 noon)
Cost of Tender documents	Rs. 1,000.00
Earnest Money	Rs. 40,000.00

All queries to be addressed to:

Director  
Assam Administration Staff College  
(Government of Assam)  
Jawaharnagar, Khanapara – 22 (Assam)  
Phone: (0361) 236 2442, (0361) 236 2372.  
FAX: (0361) 236 2361.

**The Tender 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 |

**The bids complete in all respects and addressed to the Director of Training, Assam Administrative Staff College, Jawaharnagar, Khanapara – 22 (Assam) should reach by 22.06.2020 (11.00 am)**

## SECTION - A

The tender for Cleaning and Maintenance Services is for deployment of a total of **18** 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, Hostel Block - A, New Library Building** and **alldrains, pathways and passages** of AASC. The skill categories of various personnel to be deployed is contained in the tender 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 government notified rates for the category as contained in circulars detailed in Section D. AASC will also reimburse payment of ESI and EPF. In addition to these, AASC will pay the service provider GST & services charges also finalized in the contract agreement.

On his part the service provider is expected to deploy personnel as per skill category on a weekly basis as communicated by AASC. The personnel have to meet the minimum qualifications as contained in Section D 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 Tender Document should contain the following form:

- A1. Two Bid Systems will be followed for this tender.
- A2. The Bidder should submit Earnest Money Deposit (EMD) of Rs. 40,000.00 (Rupees Forty Thousand) only by Account Payee Demand Draft / Pay Order, Fixed Deposit receipt, Bank Guarantee of any nationalized or other Scheduled Bank drawn in favour of the Director, Assam Administrative Staff College, Khanapara.
- A3. The Bid should be placed in a sealed cover. This cover should be superscribed with “**BID FOR CLEANING AND MAINTENANCE SERVICES at AASC, Khanapara, Guwahati – 22 (Assam)**”. Both the technical and financial bids have to be submitted in separate sealed envelopes, which should be superscribed as “**Technical Bid**” and “**Financial Bid**” as the case may be and these have to be submitted together inside the sealed cover.
- A4. The rates for **cleaning and maintenance services** for the **ground, first, second and third floors of the Main Building, Hostel Block - A, 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 tendering process.
- A7. The outer cover in which these sealed covers are placed should be addressed to the **Director of Training, Assam Administrative Staff College (Government of Assam), Khanapara, Guwahati – 22 (Assam)**.

## SECTION B

### GENERAL TERMS AND CONDITIONS TO THE TENDERER

#### **B – 1: Earnest Money Deposit**

1. Earnest Money in the form of Bank Guarantee (valid for 90 days beyond the final bid validity period), Fixed Deposit Receipt or Bank Draft for Rs. 40,000.00(Rupees Forty Thousand) only from any Nationalized/Scheduled Bank drawn in favour of Director, Assam Administrative Staff College, Khanapara.
2. Tender not accompanied with prescribed earnest money deposit will be rejected summarily.
3. After depositing of Performance Security mentioned as per para B –10, the **EMD of the successful vendor will be refunded within 15 days**. The successful tenderer 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/tender, 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 tenderer will have to make available the workers to AASC within one week of awarding **Letter of Intent**.
8. The intending tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting the tenders.

#### **B –2: ELIGIBILITY CRITERIA OF THE TENDERER (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 tender in proof thereof along with the bid.**

1. The Registration number of the firm along with PAN number of the firm allocated by the Income Tax authorities 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 self-attested copy of the valid Registration Certificate.
3. The bidder should be registered with Commissioner of Employees Provident Fund (EPF). Enclose self-attested copy of the valid Registration Certificate of the EPF.

4. The bidder should be registered with Commissioner, Employees State Insurance Corporation (ESIC). Enclose self-attested copy of the valid Registration Certificate of theESI.
5. **Minimum Eligibilitycriteria:**

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

- a) **Number of Years in operation:** The tendering entity should have been in operation for at least 3years.
- b) **Turnover:** The turnover for the last two years should be at least Rs. 35,00,000/- (Rupees Thirty-Five Lakh) only annually from cleaning and maintenancework.
- c) **Number of manpower employed:** At least 100 personnel should have been on its rolls in the last oneyear.

**If any of the above is not met the tender will be summarily rejectedirrespective 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 commercialdealings/processing.
2. AASC reserves the right to accept any bid and to reject any or all bids and also cancel this tender 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 thetender.
4. AASC without assigning any further reason can reject any tender(s), in which any prescribed condition(s) is/are found incomplete in anyrespect.

### **B – 4: COMPULSORY CONDITIONS**

#### **1. Labour LawCompliances**

- (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 thecontractor.
- (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 personneldeployed.
- (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-compliance of labour or other related laws.
- (vi) The contractor shall be responsible for compliance 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 periodical 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/EPF etc.
  - (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. **The firm shall use machinery, cleaning chemical and consumable items as supplied by AASC** for which a stock register shall be maintained by AASC and another by the Contractor.
4. Method and minimum frequency of cleaning and supervision in Office Buildings, Hostel Block – A, 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	Hostel Block – A
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 tenderers 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 TENDER**

1. Bids must reach AASC not later than the time and date specified in the Tender Document. In the event of the specified date for the submission of bids being declared a holiday, 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 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 tender:** Any tender received after the stipulated date and time of submission as mentioned in the tender notice, will be rejected and /or returned unopened to the bidder.

### **B – 6: OPENING OF TENDER BIDS**

1. The sealed covers containing **EMD only will be opened** in the first instance in the presence of representatives of the vendors at the office chamber of the Administrative Officer, AASC, at the specified date and time mentioned in the tender documents. 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. One authorized representative of each of the vendors would be permitted to be present at the time of aforementioned opening of the tender and shall sign a register evidencing their attendance.
2. The authorized representatives who attend the tender opening are to bring with them letters of authority from the corresponding tenderer.

### **3. Clarification on Technical Bid Evaluation:**

- 3.1 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.

- 3.2 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.
- 3.3 Client also reserves right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder.

#### **4. Evaluation of Technical Bids (Segregated Type):**

- 4.1 The client shall follow two bid systems where the Technical Bid and Financial Bid shall be evaluated separately.
- 4.2 The evaluation of the technical bids would be made on the basis of:
  - 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. **(20 marks)**
  - b. 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. **(25 marks)**
  - c. Annual turnover for the last three years i.e. 2017-18, 2018-19 and 2019-20. **(15 marks)**
  - d. Technical inputs and work plan. The tenderer should clearly mention the method of cleaning and maintenance, supervision methodology, newness and creativity in cleaning and maintenance and catering services. **(25 marks)**
  - e. Latest statements of EPF and ESI registration and number of manpower for which payments are made to EPF and ESI. **(15 marks)**
- 4.3 The Bidder shall be required to produce self-attested copies of the relevant documents in support of 4.4 in addition to the documentary evidence for being considered during technical evaluation.
- 4.4 A substantially responsive bid shall be one that meets the requirements of the bidding document in totality i.e. by following the procedures of para 4. The Technical bid not meeting the minimum requirements as per the tender documents shall be rejected and their financial proposals will be returned unopened.
  - (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.
  - (iv) Any other documents as required to support the responsiveness of the bidder as per tender.



- 4.5 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.

**5. Financial Bid opening procedure:**

- 5.1 The Financial Bids of all the technically qualified bidders shall be opened on the appointed date and time in presence of the qualified bidders/their authorized representatives, who choose to be present at the time of opening of the financial bids.
- 5.2 All the technically qualified bidders/their authorized representatives present at the time of opening of the Financial Bids shall be required to submit the Authorization letter from their Companies and shall be asked to sign on all the sealed envelopes containing the Financial Bid.
- 5.3 Any bidder objecting to the same shall be disqualified and his financial bid shall be returned on the spot.
- 5.4 Absence of bidders or their authorized representatives shall not impair the legality of the process.
- 5.5 The service charge quoted, as indicated in the financial bid submission form of each bidder shall be read out on the spot, however, it shall be clearly stated that the final financial bid process would be arrived at after detailed scrutiny/correction of arithmetical error in the financial bid.
- 5.6 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 as explained in para 6.

**6. Financial Bid evaluation:**

- 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 uniforms, ESI, EPF, etc. Any firm which does not show this break-up may not be considered for the work. (Annexure –VII)*

**B – 7: Determination of the Successful bidder**

- 7.2 The Bidder's ranking shall be arranged depending on the marks obtained by each of the bidder.
- 7.3 The Bidder meeting the minimum eligibility criteria and with the highest marks /rank shall be deemed as the successful Bidder and shall be considered eligible L-1 Bidder for further process.

- 7.4 If there is a discrepancy between words and figures, the amount in words shall prevail.

#### **B – 8: TENDER ACCEPTANCE & REJECTION**

1. Director, AASC, reserves the right to reject any part or whole of the Tender without assigning any reason whatsoever.
2. **Letter of Intent** will be issued to the successful vendor after evaluation of the Technical and commercial tenders. The **firm work order** will only be issued after the vendor submits the Performance Guarantee 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 10% of the total rate quoted and same will be valid for 60 days after completion of contract obligation in accordance with the conditions of contract in the form of bank guarantee/ FDR valid for 60 days after completion of contract obligation.
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 tenderer.
4. **Performance guarantee will be forfeited** for unsatisfactory service and non-compliance of any clause of the contract.

#### **B – 11: TERMINATION FOR INSOLVANCY**

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**

1. Tenderer 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.

## **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, 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 in as specified in Section – D 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 cleaning tools supplied by AASC to themanpower.**
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.
11. **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.
12. 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 Hostel Block – A 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)**

## **This will include**

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

- a) All mopping should be completed before office hours and during lunchtime.
- b) Clean dust and debris from the floor using a large dust microfiber dust mop.
- c) Damp mopping with cleaning solution supplied by AASC.

### **2. Dusting:**

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

### **3. Toilets: (Cleaning of urinals thrice at 08.00AM, 12.00PM and 03.30PM)**

- a) Provision of liquid soap dispensers
- b) Provision of Naphthalene balls/urinal cubes in urinals
- c) Provision of toilet rolls
- d) Provision of Odonil
- e) Provision of Multifold paper towel dispensers

### **4. Detailed method of cleaning of toilets (checklist for cleaning trolley attached, supplied by AASC):**

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

**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 supplied by AASC.
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):**

**Booming 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 **to the Caretaker 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) **Pilferage or misuse** of consumable supplied by AASC will lead to a penalty of Rs. 200.00 for each instance.
  - c) **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.
  - d) Non-Deployment of staff or inadequately trained staff will lead to a penalty of Rs. 285.25 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.**

### **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 dutytime.
- ✓ 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.
- ✓ 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.	<p><b>Hostel Block – A :</b> Office rooms, Class rooms, Lobby, Wash rooms and staircases.</p>
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.	<p><b>Surrounding:</b> All Drains, pathways &amp; passages around the administrative building, new library building and hostel block – A.</p>

**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 & Sweepers (Unskilled)
1.	Administrative Building	Third floor	1	4
		Second floor		3
		First floor		2
		Ground floor		2
2.	Hostel Block – A	First floor	1	1
		Ground floor		
3.	New Library Building	Second floor	1	2
		First floor		
		Ground floor (main library)		
4.	Surroundings	Drains	2	2
		Pathways		
<b>Total</b>			<b>2</b>	<b>16</b>
			<b>18</b>	

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

Sl. No.	Category	Minimum wages per day (as per notification of Labour Commissioner, Govt. of Assam, No. ACL/43/2004/512 dated 08.01.2020) (Present rate w.e.f. 01.01.2019)	Total mandays in a year	Total wages in a year
1	Supervisor (semi-skilled)#	Rs. 330.82	(360 X 2) 720	Rs. 2,38,190.40
2	Cleaners & sweepers (unskilled)#	Rs. 285.25	(360 X 16) 5,760	Rs. 16,43,040.00
<b>Total (Rs.)</b>				<b>Rs. 18,81,230.40</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 tender 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

Tenderers may note that staff may be deployed in shifts as indicated by AASC. Shifts need not be continuously for 8 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.

Sd/-  
Director of Training  
Assam Administrative Staff College

**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: BiddocumentNo.....Dated.....

Sir,

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

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, Hostel Block - A, New Library Building and alldrains, pathways and passages**

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

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.

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.

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 .....

e-mail: Company Seal & signature

Details of enclosures

Full Address:  
Contact No.:  
Address:  
FAX No.:

**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 3 (three)

years: a) Year 2017-18:

b) Year 2018-19:

c) Year 2019-20:

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

4. Number of Manpower on roll ..... (supporting document such as challans 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 persons submitting the Bid "Shri/Smt.....  
....

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

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

.....  
.....

9. Address of the  
firm.....  
.....

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

11. Mobile no. of the persons submitting the Bid.....  
.....

12. E-  
mail of the persons 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 three 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  
placed at page no. \_\_\_\_\_)

25. Particulars of EMD:

i. Demand Draft/Bank Guarantee No.....  
.....

ii. Date.....  
.....

iii. Name of Bank  
.....

iv. Address of Bank.....  
.....

v. Validity of DD/BG.....  
.....

26. Particulars of Tender Fee

i. Demand Draft  
No.....

ii. Date.....  
.....

iii. Name of Bank.....  
.....

iv. Address of  
Bank.....  
.....

v.

Validity of DD.....  
.....

**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 tender 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 tenderer



**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)**

**ANNEXURE -VI**

To be sent with the tender 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 tender notice No. \_\_\_\_\_  
dated \_\_\_\_\_ floated by AASC, Khanapara to invite tender for  
**“cleaning and maintenance services for the ground, first, second and third floors  
of the Main Building, Hostel Block - A, 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** \_\_\_\_\_

## Instructions for filling ANNEXURE – VI

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

Sl. No.	Category	Minimum wages per day (as per notification of Labour Commissioner, Govt. of Assam, No. ACL/43/2004/512 dated 08.01.2020) (Present rate w.e.f. 01.01.2019)	Total mandays in a year	Total wages in a year
1	Supervisor (semi-skilled)#	Rs. 330.82	720	Rs. 2,38,190.40
2	Cleaners & sweepers (unskilled)#	Rs. 285.25	5,760	Rs. 16,43,040.00
<b>Total (Rs.)</b>				<b>Rs. 18,07,034.00</b>

1. 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.
2. **For calculation of financial weightage of financial bid the Base Financial Value has been calculated as Rs. 18,07,034.00 based on the manpower deployment and detailed calculation given in Section – D plus the EPF and ESI @ prevalent rate, the service charge (quoted by the bidder) and GST if applicable in percentage terms will be added to this to arrive at the bid amount for purpose of financial bidevaluation.**
3. The tentative deployment schedule is given in Section – D. this may however be varied by 10% plus or minus.
4. Deployment will be for all days in a month. On rest day/off day substitute will be deployed by the contractor.
5. While quoting the service charge the tenderer may bear in mind that uniforms, training, bonus and other miscellaneous costs will have to be borne by the tenderer. No extra charges will be paid on any account.
6. **Actual payments to the successful bidder will depend on the actual manpower deployed and service charge applicable (quoted by him).**
7. **The successful bidder will be paid following charges:**
  - i. **Minimum Wages.**
  - ii. **EPF and ESI.**
  - iii. **Service charge on minimum wages.**
  - iv. **GST as applicable to payment period.**

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

(FINANCIAL BID)

ANNEXURE – VII

<u>Rates for</u>	<u>Amount</u> <u>(Rs.)</u>
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>	

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

<b><u>Rates for</u></b>	<b><u>Amount</u> <u>(Rs.)</u></b>
<i>Cost of manpower</i> as indicated at SECTION – D per annum	<b>Rs. 18,07,034.00</b>
Cost of uniform/identity card/nametagetc per annum	
Calculation of ESI per annum	
Calculation of EPF per annum	
GST if applicable per annum	
Contractors profit per annum	
<b>GRANDTOTAL per annum (IN FIGURES)</b>	
<b>GRAND TOTAL per annum (in words)</b>	
<b>Rate per month in figures and words</b>	