



**GOVERNMENT OF ASSAM**  
**অসম ৰাজ্যিক গ্ৰামীণ জীৱিকা অভিযান**  
**ASSAM STATE RURAL LIVELIHOODS MISSION**  
NABAJYOTI NAGAR, SIVA NATH GOGOI PATH, GUWAHATI, ASSAM -781037



**Hiring Agency for Providing House-Keeping Services.**

Ref No:- ASRLMS/HS/1259/2018-19/01 Dated: 30/06/2018

**BIDDING DOCUMENT**  
(to be used for furnishing bids by the ELIGIBLE Bidders)

**Address for Communication :**

Office of the State Mission Director,  
Assam State Rural Livelihoods Mission Society  
Sivanath Gogoi Path, Panjabari, Guwahati-37.  
Website:- [www.asrlms.assam.gov.in](http://www.asrlms.assam.gov.in)  
Tel:-0361-2330542.

**NOTICE INVITING TENDER FOR HIRING AGENCY FOR HOUSEKEEPING SERVICES**

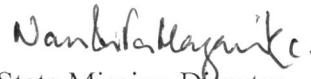
Bid No. ASRLMS/HS/1259/2018-19/01  
Date: 30/06/2018

**Section I  
Invitation for Bids**

1. Sealed Tender affixing Rs 8.25/- Court Fee Stamp are invited from Professional Facility Management Agencies required for providing housekeeping services in the Office of Assam State Rural Livelihoods Mission Society, Panjabari, Guwahati-37 on annual contractual basis.
2. Interested eligible Bidders may obtain further information from the office of the State Mission Director, Assam State Rural Livelihoods Mission Society, Sivanath Gogoi Path, Panjabari, Guwahati-37.
3. The details with regard to this invitation of bids are listed in the table below:

1	BID REFERENCE	No. ASRLMS/HS/1259/2018-19/01
2	Date of commencement of issue of Bid documents	30/06/2018
3	Last date & Time for submission of Bids	17/07/2018 up-to 2.00 P.M
4	Date & Time of opening of the Bids	17/07/2018 up-to 3.00 P.M
5	Place of issue of Bid Document, Bid submission, and opening of Bids	Office of the State Mission Director State Mission Director, Assam State Rural Livelihoods Mission Society, Sivanath Gogoi Path, Panjabari, Guwahati-37.

4. The Assam State Rural Livelihoods Mission Society reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder or Bidders, or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.



State Mission Director  
Assam State Rural Livelihoods Mission Society  
Panjabari, Guwahati-37

**Section II**  
**Instruction to Bidders**

**Eligibility Criteria.**

Sl. No.	Criteria
A	The Bidder must submit details of the Legal status, place of registration and principal place of business of the company or firm or partnership, etc.
B	The Bidders should have experience and past performance of minimum Three (3) Order in providing Housekeeping services in State/Central Govt/PSUs/Private Sector during the last three years (2015,2016, 2017). Signed Photocopies of orders during last three years should be attached.
C	The Bidder should have Average Annual Turnover of Rs 20.00 Lakhs during the last three completed financial years i.e 2016-17, 2015-16, 2014-15. Photocopy of Audit Reports should be attached or Annual Turnover Certificate (Certified by CA).
D	The Bidder must submit copy of Goods & Services Tax (GST) Registration Certificate and PAN Card.
E	The Bidder must have registered with ESI and EPF and submit latest return of ESI and EPF.

**Terms & Conditions:-**

1. The Agency will be responsible to pay the salary at the rate prescribed by Labour Welfare Dept, Govt of Assam to the personnel engaged for House Keeping Services in Assam State Rural Livelihoods Mission Office, Panjabari, Guwahati-37. The Bidder must provide self certificate that the Personnel are paid not less than the wages notified under Minimum Wages Act as per circulars issued by Labour Welfare Dept, Govt of Assam.
2. The Agency will provide cleaning and maintenance on all days (including holidays on requirement) by providing 4 nos. Housekeeping Staff in the Assam State Rural Livelihoods Mission Society , Panjabari, Guwahati-37.
3. No upward revision of rate escalation will be allowed during the contract period and unless the same is approved accepted by the Mission Office.
4. No advance will be paid to Agency by ASRLMS, Assam
5. Working hours will be as follows :
  - (i) **Housekeeping Supervisor:-**  
**Timing:** 8:00 AM to 5:00 PM:- 1 No.
  - (ii) **Housekeeping keeping, cleaning & Maintenance Staff:-**  
**Timing:** 8:00 AM to 5:00 PM:- 3 Nos
6. The Mission will not provide the following :
  - (a) Equipment for personnel.
  - (b) Food for the Personnel
  - (c) Uniform for Personnel
  - (d) Transport /conveyance for Personnel.

(e) Medical Treatment for Personnel.

7. The Personnel deployed for the Housekeeping Services should maintain good conduct and it is the responsibility of the agency to ensure that they do not mix with anti social elements who are potential threat to the safety and security of the site.
8. The Personnel engaged by the Agency shall not claim regular employment in future with ASRLMS and the Agency shall mention the same in all appointment letters to be issued to their employees.
9. The Agency shall be fully responsible for all acts of the Personnel engaged by them in respect of safety and security of Mission's personnel and property. The Agency shall compensate any loss of damage caused to Mission's personnel's property due to negligence of the Personnel or property due to negligence of duty engaged by the agency.
10. If there is any replacement of any personnel in latter stages, the name of the new incumbent alongwith copies of discharging certificate be forwarded in advance to these office.
11. Daily attendance register should be maintained by the agency and submit the same to the designated officer appointment by MD, ASRLMS in the same day during office hours for verification.
12. The consumable materials and equipment required for this purpose shall be provided by the Agency.
13. The agreement will be in force for a period of 12 months subjected to renewal at the option of the Mission depending upon satisfactory services.
14. The Agency will carry out proper briefing, checking and preparation before personnel are mounted in every shift.
15. The Agency will make surprise check to supervise the performance of the Personnel provided and maintain a duty register indicating names of Personnel workers timings, area assigned and checking by the supervision/staff of the Mission.
16. The Agency will ensure that the personnel deployed in the mission office are experienced, physically fit, disciplined, well mannered and are in the age group 21 to 35 years. The Mission has the right to reject any person found unsuitable.
17. The Agency will provide proper uniform & Shoes to Housekeeping Service Personnel at the cost of the Agency.
18. The Agency shall submit bio-data with photographs of the personnel deployed on first day of the commencement of the agreement. The Agency will submit to the Mission office the police verification reports of all personnel deployed within two months from the date of execution of the agreement. If the Mission will seek replacement of such personnel found unsuitable, the Agency shall replace such personnel and same process of verification will apply to new personnel to be employed by the Agency.
19. The Agency shall take necessary steps for providing House Plants etc.
20. The Agency shall be responsible for the safety of messengers/Housekeeping staff and shall follow all rules and regulations as per law and the Mission shall not be liable for any injury sustained by the personnel of the Agency in course of their work/duty.
21. The Agency shall be responsible for the safety of all internals like furniture office equipments, sanitary fittings etc. and shall be liable to make good for any damage caused by the Personnel.
22. In the event of loss/damage is done on account of any omission or commission on the part of the Agency or by his workers, the Agency shall be liable to reimburse the said loss/damage sustained by the Mission. The said loss/damage shall be deducted by the Mission at the option either from the amount payable to or from the security deposit.

23. The Agency shall be responsible for all claims and rights as guaranteed under the Workers/Industrial Disputes Act to the forcer and the State Mission shall in no way, be responsible for any claim of payment under the Act. Further, in case of industrial disputes between the Agency and its staff, the Mission will not be party to it and will not be responsible for any lapses etc. on the part of Agency.
  24. The Mission reserves the right to terminate the contract without assigning any reason whatsoever after giving notice of 30 days to the Agency, of such termination in such an event, the Agency will have no right to claim any damages or compensation.
  25. The Mission reserves the right to delete or add or modify any of the clause in this agreement during period of agreement.
  26. Bids shall remain valid for a period of 60 days from the date of opening bids.
  27. The Bidder should mention all the rate as per component detailed in the Financial Bid. Incomplete Financial Bid will be not considered for financial evaluation.
  28. **Opening of Bids:** Technical and Price Bid will be opened in the presence of bidders or their representatives who choose to attend on the date and time and at the place specified in the letter of invitation. Information relating to evaluation of Bids and recommendations for the award of contract shall not be disclosed to bidders or any other persons not officially concerned with the process until the award to the successful bidder is announced.
  29. **Evaluation of Bids:** The Tender Issuing Authority will evaluate and compare the Bids determined to be substantially responsive i.e which (a) meet the qualification criteria specified in Qualification Criteria (b) are properly signed and Conforms to the terms and conditions, specifications. The Agency quoting the least price will be awarded the contract.
- 30. ARBITRATION**  
Any dispute whatsoever in any way arising out of or relating to the contract shall be referred to arbitration of the State Mission Director, Assam State Rural Livelihoods Mission Society (ASRLMS), Sivanath Gogoi Path, Panjabari, Guwahati-781037, Assam or to the sole arbitration of some person nominated by him.. The award of the arbitrator shall be final, conclusive and binding on all parties.
- 31. SAVING CLAUSE**  
No suit, prosecution or any legal proceedings shall lie against Tender Inviting Authority or any person for anything that is done in good faith or intended to be done in pursuance of tender.

**State Mission Director.  
ASRLMS**

## Housekeeping, Maintenance & Cleaning

### Scope of Works

1. Cleaning, Dusting, Sweeping & scrubbing of floors, walls, ceilings etc. of all the rooms of the Mission Office with phenyls and other disinfectants (Good Quality) every day before 9.00 AM.
2. Washing of floors of Office with water and soap/detergent thrice in a week.
3. Cleaning, sweeping etc. of external areas such as passages, staircase of the building and pathways, roads and car parking area within the office campus every day before 9.00 AM.
4. Cleaning of all the Toilets of the Mission office at interval of Three (3) hours from 8 A.M till office staff present in the office.
5. Cleaning of the furniture, equipments and fixtures including telephone, Fax, Photocopier machine, fans, Boards, etc. of the Mission Office every day by morning 8:00 AM.
6. Acid cleaning of Sanitary ware without damaging their Shine. Cleaning of blockage in Sewer & Pumping lines within Premises as & when required.
7. Cleaning of Shelves, Books and periodicals/newspapers in the library ensuring that no dust etc. is ever noticed.
8. Dusting of windows, doors, glass, ventilators, etc. covering all areas of the office every day
9. Cleaning of computer, machines etc. as directed.
10. Cleaning of curtains, cushions, fabric upholstered sofa set with Vacuum cleaners & leatherette upholstered Sofa Set & Chairs with Soap Solutions/Cleaning Agent of approved quality.
11. Dusting with vacuum cleaner of MIS room (Computer & other equipments) and other places where required.
12. Spray of scented Mosquito & Cockroach Killer on floors as & when required.
13. Spray of Scented Air Freshner twice daily in all rooms, cabins, bathrooms, reception, Conference Room, Lobby etc.
14. Regular watering and maintenance of flowerpots including providing fertilizer and manure .

### Area Coverage for Housekeeping Services (Quantum of Work)

Location	Total Covered Area.	Parking Area
Office Premises of ASRLMS located at Sivanath Gogoi Path, Panjabari, Guwahati-38	7600 Sq ft	2500 Sq ft

## PROFORMA -1

### TEHCNICAL BID FORMAT

2.1	Name of the Agency	:	
2.2.	Full Address of the Agency	:	
	Telephone	:	
	Telex	:	
	Fax	:	
	e-mail	:	
2.3	Certificate of Registration (supporting documents to be attached)	:	
2.4	<b>Experience Details:-</b> Minimum Three Order in providing Housekeeping Services in Govt Organization/ Semi Govt Organisation/ Corporations/ Public Sector Undertakings etc during last 3 years. (Orders in this respect to be furnished from the employer)	:	To be furnished in profroma-3
2.5	<b>Financial position</b>	:	
	Annual turnover for last three financial years. Photocopy of Audit Reports should be attached or Annual Turnover Certificate (certified by CA)	:	
2.6	Registration under Employees State Insurance (ESI) (Supporting Documents with up-to-date Return to be furnished)	:	
2.7	Registration under Employee Provident Fund (EPF) (a) EPF code number.	:	
	(b) Up-to-date EPF payment receipt	:	
2.8	Goods & Services (GST) Tax Registration No.		
2.9	License No. from Labour Welfare Deptt.		
2.10	Income tax account (PAN) number (supporting documents to be enclosed)	:	

Seal with date

Signature of the authorized signatory of the agency

**PROFORMA -2**

**EXPERIENCE**

Sl No.	Name and address of the institution to which Housekeeping services is provided	From	To	Experience (YY-MM)	Number of personnel employed

(Take photocopy of this page or add extra sheet if required)

Seal with Date

Signature of the authorized signatory of the agency

**PROFORMA -3**  
**FINANCIAL BID FORMAT**

**NAME OF AGENCY:-**

**ADDRESS OF AGENCY:-**

**Schedule of Rates.**

	<b>Housekeeping, Cleaning &amp; Maintenance Supervisor.</b>	<b>Rate</b>
1	Minimum Wages	
2	Employees provident Fund (EPF)	
3	Employees State Insurance (ESI)	
4	Service charges	
5	Other allowances.	
	Total rate per month for One (1) Housekeeping & Cleaning Supervisor (Excluding GST)	
<b>A</b>	Total rate for One (1) Housekeeping & Cleaning Supervisor for 12 months (Excluding GST)	

	<b>Housekeeping, Cleaning &amp; Maintenance Staff.</b>	<b>Rate</b>
1	Minimum Wages	
2	Employees provident Fund (EPF)	
3	Employees State Insurance (ESI)	
4	Service charges	
5	Other allowances.	
	Total rate per month for One (1) Housekeeping & Cleaning Personnel (Excluding GST)	
	Total rate per month for Three (3) No's Housekeeping & Cleaning Personnel (Excluding GST)	
<b>B</b>	Total rate for Three (3) No's Housekeeping & Cleaning Personnel for 12 months (Excluding GST)	
	<b>Gross Total (A) + (B)</b>	

The rate quoted will have to be law complaint (i.e. minimum wages Act/ Workman Compensation Act).  
(The Bidder should quote rates in all component mentioned in the Financial Bid)

Name of Bidder :

Signature of the Bidder with seal :