

CENTRAL ELECTRICITY REGULATORY COMMISSION
Ground Floor, Chanderlok Building, 36, Janpath, New Delhi-110 001

No. 2/1(7)/2016/Adm/CERC

Dated, the 09 May 2019

Sub: Invitation of Tenders for annual contract for House-Keeping Services in CERC.

Sealed quotations from Indian Bidders are invited for annual contract for house-keeping services in CERC located at the Ground, First, Third and Fourth Floors, Chanderlok Building, 36, Janpath, New Delhi. The description of work and other terms and conditions are mentioned as under:-

1. SCOPE OF WORK: Sweeping/cleaning/moping etc. of the office premises of CERC located at the above address. The total floor area of the office premises of CERC including open space and balcony/terrace is approximately 33,000/- sq.ft. with seventeen (17) toilets. The detailed scope of work is given below:

1.1. JOBS TO BE CARRIED OUT DAILY:

All sweeping and cleaning works as detailed below are to be carried out before 9.00 A.M. daily except Sundays and Gazetted Holidays.

- (i) Thorough cleaning of toilets using required detergents by putting naphthalene balls and air purifier in all urinals, wash basins and WC area. Cleaning services of general toilets at least thrice daily (at 8.30 A.M., 12.00 Noon and 3.30 P.M.) with phenyl and detergents etc. and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets are to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergents. Flushing systems of all toilets are to be checked at regular intervals every day. Naphthalene balls, air purifier, liquid soap and paper rolls are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- (ii) Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, computers, telephones, curtains etc. with dry/wet cloth, feather brush and duster.
- (iii) Cleaning and moping of staircase area, pantry, electric room, IT room and other common areas in Ground, First, Third and Fourth Floors.
- (iv) Filling up of water jugs on the tables of Officers.
- (v) Cleaning of any choking in the drainages of toilets.
- (vi) Removal of beehives and cobwebs/ webs from office premises.
- (vii) Lifting, carrying and disposing the dead birds, animals like rats, insects in and around the office premises.
- (viii) Removal of waste papers from rooms, baskets, lobbies and putting in specified bags at the specified location.
- (ix) Cleaning of wooden floors with suitable cleaning materials which is not harmful for wooden floors.

- (x) To clean glass panes on doors, windows and partitions with soap/cleaning agent.
- (xi) Removal of waste paper and other garbage from the office premises and dispose off at the suitable places earmarked by the NDMC.
- (xii) Room fresheners to be sprayed daily in office area in the morning and as and when required. Room fresheners should be of 'ISI' Mark or that of standard Make.

1.2 JOBS TO BE CARRIED OUT WEEKLY:

- (i) Cleaning of sanitaryware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents or any other cleaning materials/automatic moppers/scrubbing machines should be used at least once in a week.
- (ii) Cleaning and sweeping of open area including balconies and roof tops.

1.3 JOBS TO BE CARRIED OUT FORTNIGHTLY:

- (i) Polishing of brass items with approved brass cleaning materials.
- (ii) Cleaning of carpets, wherever located, by vacuum cleaners without damaging the carpet.
- (iii) Dusting of false ceiling etc. with soft brooms and cloth.

2.0 QUALIFICATIONS OF BIDDERS:

- (i) The agency desirous of participating in this tender process should be registered with the appropriate registration authority.
- (ii) The Firm must have a valid PAN / TAN Number and GST Registration No.
- (iii) The Firm should have been registered with ESI and PF Authorities for depositing ESI and PF contributions.
- (iv) The Firm must have at least five years experience of providing house keeping services to office premises of Central Government/ State Governments/ PSUs/ Private Organizations of repute. The Firm must furnish certificate from such Organization in support of their experience. The company having experience in mechanized (v) housekeeping service shall be given additional weightage.
- (v) The Firm should be agreeable to abide by all statutory obligations relating to deployment of man power, deposit of subscription of ESI and PF etc. and adherence to Minimum Wages Act.

DEPLOYMENT OF MANPOWER

3.1 NUMBER OF STAFF REQUIRED:-

(i)	House-keeping boys (Un skilled)	-	20
(ii)	Messenger cum MTS (Semi skilled)	-	15
(iii)	Pantry boys cum MTS (Semi skilled)	-	09
(iv)	Plumber cum Messenger (Skilled)	-	01
(v)	Carpenter	-	01 (02 days in a week)
(vi)	Supervisor (Skilled)	-	01
(vii)	Assistant Supervisor (Semi Skilled)	-	01

3.2. WORKING HOURS: The working hours of the entire team (except Messengers) is from 8.00 A.M. to 6.00 P.M. on all days except Sundays and Gazetted Holidays.

3.3 GENERAL TERMS and CONDITIONS:

- (i) The firm shall conduct necessary verification of antecedents of the personnel to be deployed to CERC and they shall provide certificate of police verification for the personnel deployed to CERC.
- (ii) The firm shall be responsible for the conduct/integrity of personnel deployed by them. The firm will also be responsible for any act of omission or commission on their part and shall vouch for their character and integrity.
- (iii) The personnel deployed under this contract shall maintain proper office decorum. The firm or its authorized representative shall educate the office decorum to its personnel to be deployed to CERC.
- (iv) The firm shall provide proper uniform and Identity Card to all the personnel deployed by them.
- (v) The firm shall comply with all statutory requirements and legal obligations relating to be deployment of man power, deposit of subscription of ESI and PF etc. and adherence to Minimum Wages Act., and any other Acts, /Rules as may be applicable from time to time.

4.0 DESCRIPTION OF DUTIES:

4.1. DUTIES OF PANTRY BOYS : The duties of pantry boys will be to prepare tea, coffee etc. and to serve snacks and lunch to the Officers on day to day basis and also during the Meetings/ Seminars/ Conferences etc.

4.2. DUTIES OF SUPERVISOR: The duties of the Supervisors shall be to supervise the works of the entire team of house-keeping boys, pantry boys, Messengers etc. He shall get the works done by the workers as per the scope of the work and to ensure that proper cleanliness is maintained in the premises of CERC. He shall be responsible for keeping co-ordination with the Assistant Secretary (P&A), CERC or any official authorized by him and to ensure that there is no complaint regarding cleanliness and general upkeep of the office premises. It is for the supervisors to ensure deployment of manpower as per CERC's requirement, maintenance of punctuality, discipline and proper decorum by the workers. The Supervisor is to arrange for suitable substitute, in co-ordination with his employer, in case any worker happens to be absent due to leave or otherwise.

5.0 SAFETY CODE: The firm shall take necessary safety arrangements to ensure safety of the persons deployed by them. CERC shall not be responsible for any injury caused to their employees while working in the office premises of CERC under this contract and the responsibility of providing medical assistance shall be with the firm.

6.0 SUPPLY OF CLEANING MATERIAL: The cleaning materials shall be supplied by the agency to the store of CERC under supervision of the house-keeping supervisor on the first week of every month for consumption during the month. All materials shall be ISI marked or in conformity with the specification/makes keeping in view good quality / standard. A list of such cleaning materials and their required quantity is given in **Annexure-I**.

7.0 TOOLS, PLANTS AND EQUIPMENTS: The agency shall arrange at their own expense all necessary materials, tools, plants required for execution of the work. A list of essential tools/equipments to be kept ready for use in CERC is given in **Annexure- II**.

7.1 The agency shall provide Identity Cards and two sets of uniform every year (i.e. pant and shirt) to the personnel deployed for this work. The seasonal uniform such as Jerseys/coats in winters shall also be provided by the contractor at their own cost. The agency may quote cost of the uniform (annual basis) in the financial bid. If, **NIL** rate is quoted for uniform, CERC shall have no liability what so ever on this account and agency shall provide uniform at their own cost.

8. **TENURE OF CONTRACT:** The tenure of the contract shall ordinarily be one year. However, the competent authority in CERC, may at his discretion, allow extension of the tenure of contract, up to two spells of one year each subject to satisfactory services of the firm.

8.1. The approved minimum wages as and when notified by the Ministry of Labour and Employment, Government of India shall be automatically applicable in CERC during the entire period of contract. The administrative charges quoted in the financial bids would be payable over and above the applicable minimum wages plus statutory dues.

8.2. The basis of payment upon revision of minimum wages would be minimum wages as notified by the Ministry of Labour and Employment, Government of India for 08 hrs and 26 days in a month, **additional wages for 2 hrs per day for 26 days in a month plus applicable bonus as per local laws.**

8.3 The competent authority reserves the right to terminate the contract at any time before completion of the tenure in case the services of the firm are found unsatisfactory.

8.4 The decisions of Assistant Secretary (P&A), CERC or any other Officer authorized by Secretary shall be final and binding on the firm/agency for the purpose regarding satisfactory standard of cleanliness.

9.0 **DAMAGES:** Any damage caused to the property of CERC due to the negligence and or use of substandard materials on the part of the agency's men will be liable to be compensated by the Contractor.

10.0 **PROHIBITION OF SUB CONTRACT:** The firm / agency shall not appoint any sub-contractor for this work under any circumstances.

11.0 **FREE ELECTRICITY AND WATER:** Electricity and water will be provided free of cost by CERC but necessary arrangements for lead wires / cables etc. shall be arranged by the agency at its own cost.

12.0 The firm / agency shall be responsible for compliance with the provisions of the following major Labour laws:-

- (i) Contract Labour (Regulation and Abolition) Act, 1970.
- (ii) Minimum Wages Act.
- (ii) Workmen's Compensation Act.
- (iv) EPF Act.
- (v) ESI Act.
- (vi) Any other Acts, Rules, Regulations and / or statutes as may be applicable to them from time to time.

13.0 **RESOLUTION OF DISPUTE:** In case of dispute, the decisions of Secretary, CERC shall be final.

14.0 PAYMENT: The payment shall be released on monthly basis on production of pre-receipted bills, attendance sheets, proofs of deposit of PF and ESI contribution etc.).

15.0 DEDUCTION OF INCOME TAX AT SOURCE: Since it is a "Works Job Order", Income Tax shall be deducted at source from all the accepted payment to be made, in accordance with the provision of Income Tax Act, 1961 as amended from time to time.

16.0 EARNEST MONEY DEPOSIT: An Earnest Money Deposit(EMD) of Rs. 2,50,000/- (Rupees two lakh and fifty thousand only) in the form of Demand draft or Bankers cheque drawn in favour of Central Electricity Regulatory Commission (CERC) payable at New Delhi is required to be attached with the bid. If the bidder claims exemption from payment of EMD, necessary documentary proof needs to be submitted along with bid. In case of failure to provide EMD in the form of DD/Bankers cheque or failing to provide the necessary documentary proof for exemption from EMD, the bid will not be considered valid.

17.0 The EMD is liable to be refunded after conclusion of the tendering process, in case of unsuccessful bidders.

18.0 SECURITY DEPOSIT:

18.1. The successful bidder shall be required to deposit a security deposit equal to 5 % of the total value of the contract in the form of Demand Draft / Bankers Cheque drawn in favour of Central Electricity Regulatory Commission (CERC) payable at New Delhi.

18.2. The amount of security deposit is liable to be refunded within one month of the termination of the contract.

18.3. No interest shall accrue on the said security deposit.

18.4. CERC reserves the right to deduct from the above security deposit if any loss caused to the CERC's property by persons deployed by the agency or in case the agency fails to abide by the terms and conditions of the contract.

19.0 TECHNICAL BID: The Technical bid, in the pro-forma prescribed at **Annexure-III** along with the under-mentioned documents may be kept in a sealed cover and super scribed as "Technical Bids".

(i) Self attested photocopies of PAN No., GST No., EPF, ESI and Registration Certificate of the firm.

(ii) Self attested photocopies of documents in support of possession of requisite experience by the firm.

(iii) Earnest Money Deposit as required above (para 16.0)

(iv) An undertaking to the effect that the said firm is willing to abide by the terms and conditions of CERC contained in the present NIT.

(v) An undertaking that the firm has not been blacklisted by any Government Department during last Three years.

19.1 FINANCIAL BID: The Financial bid may be furnished in the prescribed pro-forma given in **Annexure –IV** and kept in a separate sealed cover superscribed as “Financial Bid”.

19.2 REJECTION OF TENDER: The tender bids must be submitted in the prescribed pro-forma provided in Annexure-III and Annexure-IV. Tenders not in the prescribed pro-forma are liable to be rejected.

19.3 Two separate sealed covers containing the Technical Bid and the Financial Bid may be kept in another sealed cover and addressed to the Assistant Secretary (P&A), CERC. The cover should be super scribed as “**Tender for House-Keeping services**”.

19.4 LAST DATE: The tender complete in all respects should reach the Assistant Secretary (P&A), CERC up to 3.00 P.M. on **05th June, 2019**.

19.5 OPENING OF TENDER: The Technical Bids shall be opened at 4.00 P.M. on the last day of receipt of tender i.e. **05th June, 2019**. The Financial Bids of only those bidders whose technical bid is found valid shall be opened on the date to be notified later.

19.6. Additional Requirements: In case the present office floor space increases, then the additional employees would be provided as per requirement, by the agency at the same rates and with the same terms and conditions.

20.0 EVALUATION OF BIDS AND SELECTION CRITERIA:

(i) Bids will be evaluated on Technical and Financial criteria. 60% weightage will be given to Technical bid and 40% to financial bid. Bidders who secure more than 50% score (out of 60) in Technical evaluation shall be treated as technically qualified and notified of financial bid opening date and time. Representative of qualified bidders desirous of attending the financial bid opening may join the same at scheduled date and time at CERC. Only financial bids of those bidders shall be opened whose technical bids shall be found responsive and accepted by the Competent Authority in CERC.

(ii) Technical evaluation will be done by a Committee on the basis of the following criteria:-

- (a) Experience in the relevant field (15 points)
- (b) Clients profile (20 points)
- (c) Performance in CERC (05 points)
- (d) Mechanized service experience (05 points)
- (e) Standard of performance/ No of staff deployed in the other organizations (15 points)
- (f) Any other parameter deemed fit to be considered by the Evaluation Committee.

20.1 The bidder, whose combined scores (technical and financial) found highest, would be selected as the successful bidder subject to the condition that the quoted rates are not below the minimum benchmark charged fixed by CERC. In addition to above, in case there is any tie in the rates, the bidder whose score is highest in Technical bid based on documentary support on the past experience, past performance etc. shall be given more weightage in the selection.

21.0 The bidders are advised to submit documents of providing housekeeping services only. Documents submitted for providing other than housekeeping services will not be considered for evaluation.

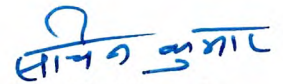
22.0 The Bid Evaluation Committee shall be at liberty to fix any minimum percentage of administrative charge/service charge to be allowed to the Housekeeping Agencies considering all relevant aspects including business feasibility, practicability to sustain, quantum of income tax.

23.0 CERC reserve the right to fix a minimum percentage of the Administrative charges and cost of materials and machines and agency quoted below the benchmark would be liable to be rejected.

24.0 **INSPECTION OF SITE**: Interested firms, through their authorized representative, may personally visit the premises to obtain the assessment of the scope of work before submission of tender. The date and time of such visit may kindly be fixed with prior appointment with the Assistant Secretary (P&A) or any person authorized by CERC.

25.0 The decision of CERC shall be final and no representation of any kind shall be entertained.

26.0 CERC reserves the right to reject any or all of the tenders without assigning any reason or what so ever.



(Sachin Kumar)

Assistant Secretary (P&A)

Tel: 2375 3921

Copy to:

Website of CERC

CENTRAL ELECTRICITY REGULATORY COMMISSION
Ground Floor, Chanderlok Building,
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Details of cleaning materials to be arranged

Sl. Nos.	Description of items	Unit	Monthly requirement (approximate)
(i)	Phenyl (white) of any ISI approved make	Ltrs	40
(ii)	Liquid soap (Fem)	Ltrs	30
(iii)	Colin	Nos	05
(iv)	Teepol	Ltrs	35
(v)	Harpic/Sanifresh	Nos	35
(vi)	Vim powder	Kgs	14
(vii)	Odonil	Nos	70
(viii)	Urinal Cube	Pkt	15
(ix)	Room freshener of any ISI approved make	Nos	20
(x)	Wiper	Nos	20
(xi)	Hockey type brush	Nos	08
(xii)	Round brush(Hand brush)	Nos	08
(xiii)	Bucket 16 ltr	Nos	10
(xiv)	Plastic mug	Nos	08
(xv)	White duster(big)	Doz	24
(xvi)	Yellow duster (big)	Doz	12
(xvii)	Floor duster	Nos	36
(xviii)	Soft broom	Nos	10
(xix)	Hard broom	Nos	02
(xx)	Garbej Bag (Small)	Nos	05
(xxi)	Garbej Bag (Big)	Doz	10
(xxii)	Plastic wool	Doz	02
(xxiii)	Surf (Detergent)	Kgs	06
(xxiv)	Desk control Mop	Nos	02
(xxv)	Any other items as may be required.		

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Details of tools/equipments to be provided

Sl. Nos.	Description of items
(i)	Glass cleaning kit
(ii)	Wet and dry Vacuum cleaner
(iii)	Scrubbing machine
(iv)	Mop trolley
(v)	High pressure Jet
(vi)	Any other items as may be required.

CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
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Technical Bid for providing House Keeping Services to CERC

1. Name of the Firm _____
2. Address _____

3. Telephone No. _____ Fax No. _____
4. Date of Registration of the Firm _____
5. PAN / TAN No. _____
6. GST No. _____
7. EPF Registration No. _____
8. ESI Registration No. _____
9. Labour Licence No. _____
10. **Earnest Money Deposit of Rs. 2,50,000/-**
 - i) DD / Banker's Cheque No. _____
 - ii) Issuing Bank and Branch _____

11. List of Clients (Additional sheets may be used if the space provided below is insufficient):

Sl. Nos.	Name of the Client Organization	Duration of service			Category of employees deployed	No of employees Deployed	Remarks (if any)
		From	To	Total			

12.1 **Undertaking:** We _____ (Name of the firm) hereby undertake that we accept the terms and conditions laid down in CERC's NIT No. 2/1(7)/2016/Adm/ CERC dated the 13 May, 2019.

12.2. Further, we also undertake that we shall comply with all statutory obligations regarding deployment of man power, for example:

- (a) Contract Labour (Regulation and Abolition) Act, 1970.
- (b) Minimum Wages Act.
- (c) Workmen's Compensation Act.
- (d) EPF Act.
- (e) ESI Act.
- (f) Any other Acts, Rules, Regulations and / or statutes as may be applicable to them from time to time.

12.3. Further, we also undertake that the firm has not been blacklisted by any Govt. Department/ organizations during last 3 years.

(Signature of the authorized signatory of the firm)
 Full Name _____
 Designation _____
 Mob. No. _____
 Company Seal _____

Dated:

List of Enclosures:

- i) DD / Banker's cheque for EMD.
- ii) Attested copy of PAN No, EPF, ESI and labour registered.
- iii) Attested copy of Registration No. of firm
- iv) Attested copy of GST Registration No.
- v) Experience certificate from other client organizations.

CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
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Financial Bid for providing House Keeping Services to CERC

1. Name of the Firm _____
2. Address _____

3. Telephone No. _____ Fax No. _____

Sl. No	Description	Rate quoted	Remarks
(a)	Administrative charges/service charges of the service provider (in percentage)	-----%	
(b)	Cost of cleaning materials		
(c)	Uniform charges of entire staff (para 3.1) on annual basis (including taxes)		

4. The rates quoted are exclusive of GST. Tax applicable shall be payable by CERC in addition to the above rates quoted.

5. Administrative charges/service charges of the agency should be in percentage of the wages/remuneration of the employees deployed.

(Signature of the authorized signatory of the firm)
 Full Name _____
 Designation _____
 Mob. No. _____
 (Company Seal) _____

Dated _____