

**NATIONAL INSTITUTE OF RURAL DEVELOPMENT & PANCHAYATI RAJ
NORTH EASTERN REGIONAL CENTRE
Jawaharnagar, Khanapara, Guwahati – 781022**

No.387/NERC/Admn./2018/Housekeeping Services/
Dated: 24-05-2018

TENDER NOTICE FOR HOUSEKEEPING AND MAINTENANCE SERVICES

NIRDPR, NERC invites sealed tenders from reputed and experienced contractor/firm/agency for housekeeping and maintenance services for a period of one years. The Contractor/Firm/Agency will be required to provide services for maintenance of Housekeeping two Guest Houses, Office premises, Gardening and Residential Campus of the NIRDPR, NERC. The rates quoted will be valid for one year. If the contract is extended, the next year rate will not be exceeding the rate of increase in the all India Consumer Price Index–Industrial Workers over the preceding year. Details of services required are attached to the Tender forms. In case of large number of applications, short listing will be done.

Tender documents and detailed terms and conditions of the contract may be obtained from the office of the NIRD&PR, NERC, Guwahati, on payment of ₹ 1,000/- (Rupees one thousand only) by cash or DD from a nationalized bank **drawn in favour of NIRD-NERC, Guwahati.**

The tender documents can also be seen and downloaded from the web site www.nirdnerc.nic.in, however, the cost of Rs.1,000/- (Rupees one thousand only) towards tender application should be attached in the form of a DD from a nationalized bank drawn in favour of **NIRD-NERC, Guwahati** along with the downloaded application.

The filled in tender forms addressed to the Administrative Officer will be received up to **3.00 PM on 12.06.2018 and the technical bid will be opened on the same day at 3.30 PM** in the presence of the bidders who may wish to be present. The financial bids (Part – II) of the selected tenderers will be opened with prior intimation to concerned bidders separately. The Director, NIRD & PR, NERC, reserves the right of rejecting any or all the tenders without assigning any reasons whatsoever.

Administrative Officer

NATIONAL INSTITUTE OF RURAL DEVELOPMENT & PANCHAYATI RAJ
North Eastern Regional Centre
Jawaharnagar, Khanapara, Guwahati – 781022

TENDER NOTICE FOR HOUSE KEEPING AND MAINTENANCE SERVICES

TENDER FORM

From

To
 The Director,
 NIRD&PR–NERC, Jawahar Nagar,
 Khanapara, Gwuahati – 781022.

<p>M.R. /D.D. No. _____</p> <p>Date: _____</p> <p>Amount of Rs.1000/- towards cost of Tender documents.</p> <p>Bank: _____</p> <p>Branch: _____</p>
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Subject: Tender quotation for housekeeping and maintenance services-reg.

PART – I (Technical Bid)

TENDER NOTICE FOR HOUSE KEEPING AND MAINTENANCE SERVICES

PRE–QUALIFICATION DETAILS TO BE FILLED UP BY THE BIDDER
(All supporting documents to be enclosed)

1. Name of the Caterer/Firm/Agency/ :
Organisation
2. Name of the Proprietor/Partner(s)/ :
Director(s) **(If Partnership Business,
Deed of Agreement to be enclosed)**
3. Address of the Firm :
4. Telephone No. :
5. Fax No. :
6. Email address :

7. Registration Certificate No. of the Caterer/firm/Agency/Organisation and Date of Validity (Issued from Statutory Bodies) :
8. Trade License No. and Date of Validity :
9. GST Registration No. :
10. PAN :
11. EPF Registration No. :
12. ESI Registration No. :
13. Whether the firm is an Income Tax Assesse? :
14. Annual Turn Over during the last Three years (Audited) :
 - (a) 2015-16 (Assessment Year) :
 - (b) 2016-17 (Assessment Year) :
 - (c) 2017-18 (Assessment Year) :
15. Please State categorically whether
 - (a) You have 2-3 years' experience in Housekeeping in training institutions/hospitals/Guest Houses that have minimum 40 rooms in single Premises. (YES/NO). :
 - (b) You have annual billing of not less than Rs. 20 lakhs_per annum for rendering such housekeeping and maintenance services (YES / NO) :

16. Give details of working Experiences with Government/Semi Government/Private Organizations (**Minimum 2 years**) (separate copy may be enclosed, if required):

Name and address of the organisation where served	Period of contract		No. of rooms maintained	Annual billed amount (Rs.)	Remarks
	From	To			

17. Details of Demand Draft for Rs. 10,000/- (Rupees ten thousand only) enclosed towards EMD amount (in favour of **NIRD-NERC**, Guwahati).

Demand Draft No. and Date	Name of the nationalized Bank and branch

Place:

Signature of the Tenderer with Seal.

Date:

Name of the signatory

NATIONAL INSTITUTE OF RURAL DEVELOPMENT & PANCHAYATI RAJ
North Eastern Regional Centre
Jawaharnagar, Khanapara, Guwahati – 781022

PART – II (Financial Bid)

TENDER NOTICE FOR HOUSE KEEPING AND MAINTENANCE SERVICES

I/We hereby offer our services making all necessary arrangements in NIRD&PR-NERC Guest Houses for a period of **ONE YEAR** (the rates quoted will be valid for one year).

I/We have understood the terms and conditions of the tender detailed in the tender documents supplied to us and are fully aware of the nature of contract. We affirm to strictly adhere to the terms and conditions stipulated therein.

I/We quote the charges exclusive of taxes for Guest House arrangements **on turn key basis** as follows (charges as applicable for one year).

I.	MAINTENANCE, SANITATION & HOUSE KEEPING OF GUEST HOUSES	Rate per Month (Rs.)	
		In figures	In words
	<p>Description: Up keeping of Guest houses (4700 sq m.) with 60 rooms, lounges, Gym, corridors, staircases, toilet, bathrooms, etc. in terms of</p> <p>i) Daily cleaning and dusting all rooms, corridors, lounges, etc.</p> <p>ii) Cleaning with detergent two times in a week. Window should be opened in the morning and closed before evening.</p> <p>iii) Daily cleaning of Bathrooms and toilets, Wash basins etc. by detergents, phenyl, etc,</p> <p>iv) Odonil to be kept in every bathroom and naphthalene balls in basin and urinals.</p> <p>v) Washing of bed sheets, pillow covers and towels after every use and washing of bed covers, curtains, mosquito nets once in a month, dry cleaning of blankets before onset of winter.</p> <p>vi) Daily cleaning of drains around the guest houses, Children Park, staff quarters and spray phenyl after every week (including Director's premises).</p> <p>vii) Spray for Disinfection i.e. Baygon spraying in all rooms, lounges, Gym, corridors, staircases, etc. daily to check mosquitoes.</p> <p>viii) In VIP rooms, Guest House Suites and all other rooms whenever there is occupant good night mat should be installed, and Hit Spray for disinfection.</p>		

II	MAINTENANCE, SANITATION - OFFICE BUILDING, ROOFTOP, DIRECTOR BANGLOW, ETC. Description:	Rate per Month (Rs.)	
		In figures	In words
	1. Cleaning and dusting of all rooms, corridors and other places in and around the office building (1500 sq.m) daily and cleaning with detergent once in a week. 2. Cleaning of toilets, bathrooms and wash basins with detergent and phenyl. Also to put naphthalene balls in basin and urinals every day. 3. Washing of all curtains once in a month. 4. Cleaning of all open space and drains around the office building daily. 5. Spray for Disinfection i.e. Baygon spraying in all rooms, bathrooms, toilets etc., daily to check mosquitoes. 6. Cleaning of top of the building and drains periodically minimum once in a week. 7. Maintenance of fish aquariums including providing air and water filter machines etc., fish feed, replacement of fish, and weekly cleaning of the aquariums.		
III	MAINTENANCE OF LAWNS, GARDENS, OPEN SPACES, ROADS, RESIDENTIAL CAMPUS, DRAINS Description:	Rate per Month (Rs.)	
		In figures	In words
	1. Daily cleaning of all open spaces, drains and roads inside the campus. 2. Maintenance of lawns, gardens in front of the Office-cum-Hostel building, children park, common lawns, gardens in residential area etc., in terms of : (i) Daily watering of lawns and plants including the potted plants inside the office and outside. (ii) Raising seasonal flowers (iii) Weeding and dressing of grass, hedges and pruning of plants regularly. (iv) Maintenance (including use of fertilizers, pesticides etc.) of lawns and plants in good health regularly, and (v) All other activities related to keep campus green, clean and tidy.		

Note: 1. Rates quoted are exclusive of applicable taxes such as GST etc.

Signature of the Tenderer: _____

Name : _____

Date : _____

Seal : _____

Telephone No. (Office) _____

(Residence) _____

Fax No. _____

Email Address _____

WORKER'S WAGES SHEET (To be filled up by the bidder)
(As per Minimum Wages Rates of Govt. of India in Building Operations – “B” Areas)

As per the rules and regulations relevant to this contract such as Contract Act, Minimum Wages Act, Govt. of India, Provident Fund Act, ESI Act. etc. The various components of wages of the workers under the contract are given below:

Sl. No.	Designation	Basic Pay	VDA	EPF	ESI	Total	Category
1	Manager						Highly Skilled
2	Receptionist						Skilled
3	Room Boys						Skilled
4	House keeper-cum-cleaner						Unskilled
5	Toilet Cleaner						Unskilled
6	Mali						Skilled
7	Campus cleaner / Helper / Field Workers						Unskilled
8	Cleaner in Director's residence						Unskilled

- Note: 1. The rates quoted in the tender for various components in Financial Bid are **inclusive of wages of the workers.**
2. The wages of all the workers must comply the minimum wage rates of Govt. of India in **Building Operations – “B” Areas**, as per the latest notification of the Chief Labour Commissioner (C), Ministry of Labour & Employment, Govt. of India.
3. **VDA** as and when declared / enhanced will be paid to the workers by the contractor.

Seal & Signature of Tenderer

GENERAL GUIDELINES FOR SUBMITTING TENDER DOCUMENTS

1. Sealed tenders are invited in “two envelop system”. Sealed tenders should be submitted in two parts consisting of :
 - (a) Part-I – Pre-Qualification (Technical Bid) in Envelop-1 and
 - (b) Part-II – Financial Bid in Envelop-2.

2. **Envelop No. 1** should be superscribed “Pre-Qualification Tender Documents (Technical Bid)” for “House Keeping and Maintenance services at NIRD&PR, NERC, Khanapara, Guwahati” and contain:
 - (a) Terms and conditions for housekeeping of guest houses / office premises/Director’s premises/ other services etc. signed on each and every page with seal.
 - (b) Demand draft for Rs.10,000/- (Rupees ten thousand only) drawn on any nationalized bank towards **earnest money, in favour of NIRD-NERC**, Khanapara, Guwahati – 781022.
 - (c) Attested photocopies of
 - a) Registration Certificate of the Housekeeping firm/Agency/Organisation (Issued from Statutory Bodies)
 - b) Trade License (issued by Municipal Corporation/Town Committee/Panchayat)
 - c) GST Registration Certificate
 - d) PAN card
 - e) EPF Registration
 - f) ESI Registration
 - g) Income Tax Return for the assessment year 2015-16, 2016-17 and 2017-18
 - h) Audited financial statement showing the annual turnover during the last three years i.e. 2015-16, 2016-17 and 2017-18
 - i) Experience certificates
 - (d) Part – I (Technical Bid) of the tender documents duly filled in and signed with seal on every page.

3. **The tender is liable to be rejected in the absence of any of the above documents.**

4. **Envelop No. 2** should be super scribed “Financial Bid for housekeeping and maintenance services at NIRD&PR–NERC, Guwahati” and **contain only Part– II (Financial Bid)** of the tender documents duly filled in and signed with seal.

5. Tenders are not transferable.

6. **Eligibility Criteria:**
 - (a) Must be a reputed Contractor/Firm/Organization having proven track record and registered/licensed for providing house-keeping and maintenance services in Govt/Semi Govt./Private Institutions.
 - (b) Must have at least 2 years’ experience in housekeeping and lodging in training institutions / hospitals / guest houses subject to the condition that any single such organization should have minimum 20 rooms (single or double) in any particular location. The contractor should have experience of the same.

- (c) Must have had an annual billing of not less than Rs. 20 Lakh for tendering such housekeeping and maintenance services.
7. The tenderer should quote rates on “Per head per month” basis in Part – II (Financial Bid).
 8. Bidders must submit all relevant documentary evidence required to demonstrate his/her eligibility for the proposed tender.
 9. Tenders not accompanied with earnest money shall be summarily rejected.
 10. The earnest money of Rs.10,000/- (Rupees ten thousand only) by way of DD drawn on any nationalized bank will be returned to the unsuccessful tenderers. Cost of Rs.1,000/- (Rupees one thousand only) towards tender documents is not refundable.
 11. The rates quoted should be **exclusive of taxes such as GST and Other applicable taxes/ charges, if any, shall be mentioned separately.** The taxes shall be deducted at source as applicable. The rates quoted will be valid for one year. If, contract is extended, the next year increase in rates will be not exceeding the rate of increase in the All India Consumer Price Index – Industrial Workers over the preceding year.
 12. The contract will be valid for one year and request for withdrawal before the end of one year (contract period) will not be permitted. The Institute reserves the right to terminate the contract period with one month notice, if, the performance is found to be unsatisfactory during the validity of the contract period. The contract can be terminated with three months prior notice by the Contractor.
 13. The earnest money of successful tenderer will be forfeited if contractor does not fulfill any of the following conditions:
 - (a) Furnishing of security deposit of Rs.1,00,000/- (Rupees one lakh only) by means of a Demand Draft drawn on any nationalized bank **in favour of NIRD–NERC, Guwahati** within 14 days of the receipt of the letter awarding the contract.
 - (b) Execution of the agreement within 14 days of the receipt of the letter of award of contract.
 - (c) Commencement of the contract within 14 days of the signing of the agreement or as decided by the Institute.
 - (d) To comply with all the terms and conditions of the letter of award of contract and agreement of contract.
 - (e) To continue for the second year at the rates not exceeding the rate of increase in the All India Consumer Price Index – Industrial Workers over the preceding year.
 14. **Lowest or unrealistic rates alone shall not be the criteria for selecting the bidder for award of the contract.**
 15. NIRD & PR reserves the right to award contracts for housekeeping services. The decision of the Director, NIRD&PR- NERC in this regard shall be final.
 16. The tenders i.e. technical bids will be opened by the authorized Tender Committee of the Institute at NIRDPR-NERC premises **on 12.06.2018 at 3.30 PM** in the presence of the tenderers who may wish to be present or their authorized representatives.
 18. The successful tenderer will be required to pay security deposit of Rs.1,00,000/- (Rupees one lakh only) which will not carry any interest. Earnest money deposited by the successful bidder would be adjusted in the security money.

19. The NIRD&PR reserves the right to forfeit the EMD of the tenderer on account of (a) premature withdrawal from the tender, (b) non-payments of security deposit. The decision of the Director, NIRD&PR-NERC, shall be final in this regard.
20. After opening the Part-I (Technical Bid), i.e. pre-qualification details and analyzing the experience of the tenderers, if considered suitable, the Part-II (Financial Bid) of such bidders will be opened on the date and time as may be decided by the competent authority with prior intimation to concerned bidders separately.
21. Corrections, if any, must be attested. All amounts shall be indicated both in words as well as in figures. Where there is difference between the amount quoted in words and figures, amount quoted in words shall prevail.
22. **The contractor should be registered with the Registrar of concerned state body and furnish the details of registration number. He shall abide by the government of India (Ministry of Labour) rules and regulations and all other statutory acts and regulations and rules relevant to this contract including works Contract Act, Minimum Wage Act, Provident Fund Act, ESI Act. etc.**
23. Minimum wages as per the **Central Govt. Minimum Wage Act in Building Operation B Areas** in force must be kept in mind by the tenderer at the time of quoting the rates. If, rates are found less than the said act, the quotation will be rejected. However, the minimum wages rate will be increased as regulated by the concerned authority from time to time.
24. The contractor shall pay wages to all category (Highly Skilled/Skilled/Unskilled) of workers as per the minimum wage rates of Govt. of India in Building Operations – “B” Areas through the respective bank A/c of the workers within 7 days of month of preceding month’s wages.
25. The contractor shall obtain license from the Office of the Assistant Labour Commissioner (Central), Guwahati before commencement of contract work.
26. Tender documents and detailed terms and conditions of the contract may be obtained from the office of the NIRDPR, NERC, Guwahati, on payment of ₹ 1000/- (Rupees one thousand only) by cash or DD from a nationalized bank **drawn in favour of NIRD-NERC, Guwahati**. The tender documents can also be seen and downloaded from the web site www.nirdnerc.nic.in, however, the cost of Rs.1000/- (Rupees one thousand only) towards tender application should be attached in the form of a DD from a nationalized bank along with the downloaded application.
27. The filled in tender forms addressed to the Administrative Officer will be received up to **3.00 PM on 12.06.2018 and the technical bid will be opened on the same day at 3.30 PM** in the presence of the bidders who may wish to be present. The financial bids (Part – II) of the selected tenderers will be opened with prior intimation to concerned bidders separately.
28. Director, NIRDPR, NERC, reserves the right to accept or reject the tender(s) without assigning any reasons whatsoever.

29. **No. of workers for Housekeeping/Reception etc.**

The workers for housekeeping and maintenance of gardens etc. shall consist of the following persons and they should be available round the clock as per their shift:

Designation & Category	No.	Qualification / Experience	Uniform
a) Housekeeping, Gardening and Campus cleaning including drainage			
1. Manager (Highly Skilled)	1	Minimum Graduate having 1 year Diploma in Hotel Management/ Housekeeping/ Catering Certificate from recognized Institute with 3 years' experience of working as Manager/ Asstt. Manager.	Black pant, white shirt, Black shoes & Tie
2. Receptionist (Skilled)	5	Minimum graduate and certificate of 6 months training on hospitality from recognized institute with 2 years experiences as Receptionist in Govt. Institutions / Organisations / Hotels etc. Good knowledge of English, Hindi and local language is essential.	Black pant, white shirt, Black shoes & Tie / Dark Blue printed Saree in case of female.
3. Room Boys (Skilled)	4	HSSLC with minimum 1 to 3 months diploma / certificate in catering / housekeeping services and one-year experience of working in reputed Hotel/ Institution in housekeeping. Good knowledge of English, Hindi and local language is essential	(a) Black pant, Blue shirt & Canvas shoes
4. House Keeper-cum- Cleaner (Unskilled)	7	Minimum matriculate and trained from Govt. / Govt. recognized Institutions with 1 year experience in house-keeping and catering services in a reputed hotel/Institution	Blue pant, white shirt & black shoes / Blue Saree in case of female
5. Toilet cleaner (Un-Skilled)	3	Normal cleaning experience of toilet, bathrooms floor etc.	Black pant, Ash colour shirt & Chappal
6. Mali (Skilled)	2	Min. qualification VIII passed with minimum 3 years' experience in gardening.	Khaki pant, blue shirt and black shoe
7. Campus Cleaner / Helper / Field Worker (Un-skilled)	2	Normal cleaning experience of toilet, bathrooms floor etc.	Black pant, blue shirt & black shoes
8. Cleaner in Director's Bungalow (Un-skilled)	1	Normal cleaning experience of toilet, bathrooms floor & other household work	Black pant, blue shirt & black shoes / Blue Saree in case of female
Total	25		

Note: a) The uniform has to bear the logo of the Contractor/Firm/Agency

b) The workers are to be deployed on 7 days a week during the contract period. The wages and overtime for working on holidays and weekly off days is to be paid by the contractor/caterer.

c) The caterer has to preferably employ the workers trained from DDU-GKY.

HOUSE KEEPING SERVICES

1. The Institute has 2 Guest Houses with modern facilities & amenities and also state-of-the-art gadgets with 58 rooms (single and double rooms), including 4 VIP suites, 6 guest suites, 2 kitchens and 2 dining halls.
2. The contractor is required to provide **House Keeping & Maintenance of Guest House** which include the rooms, dining halls, corridors, common area and surrounding areas on turn key basis. It is expected that the contractor shall provide all necessary services during the stay of the participants/guests in the guest house from the time of arrival till their departure.
3. The charges for all the services of housekeeping and maintenance of guest house which include washing of linen etc., shall be on monthly basis. However, the payment for housekeeping and maintenance of guest house will be made on *pro-rata basis*, specially when any of the guest houses / rooms is/are on renovation/under repair/closed.
4. The details of rooms in guest house and office premises are as follows:

Details of Accommodation	Single rooms	Double rooms	VIP or Guest rooms (Double rooms)	Guest suites	Total rooms
Old Guest House	19	11	2	2	34
New Guest House	-	18	2	4	24
Office					24
Conference Hall					4
Director's Banglow					1

In case additional rooms are added, the contractor will be liable to maintain the same on payment as per appropriate charges.

5. The contractor shall be responsible for:
 - a) Giving wakeup calls;
 - b) Keeping the floors, toilets (including the common toilets), etc., in a neat and tidy condition at all times of the day;
 - c) Undertaking special cleaning as and when required but not less than once in two months or on the eve of special occasions;
 - d) Removing of cobwebs, cleaning of interior and exterior walls, roof top, cleaning of doors and windows, vacuum cleaning of carpets and mopping of floors as and when required but not less than once a week for interior items and roof tops and once in 3 months for exterior walls.
 - e) Cleaning including scrubbing, sweeping, mopping and dusting in all rooms, all interior portions including toilets, bathrooms daily using standard chemicals/detergents/sanitary items/phenyl etc., using equipment like vacuum cleaners, scrubbing machines, etc., of his/her own.
 - f) Beds to be made daily.
 - g) Proper upkeep of all furniture and equipment in the guest houses and office.
 - h) Keeping records of the participant/guests using Gym daily.

- i) Keeping one attendant for VIP service during VIP visit.
6. The contractor will ensure proper maintenance of all linen items in the Guest Houses and Office as follows:
 - a) Window curtains to be cleaned at least once in two months and dry cleaning of woolen blankets to be done once before the onset of winter.
 - b) Bed sheets, bed cover, pillow covers and blanket covers are to be changed once in two-days during occupation of participant/guest.
 - c) Bath towels and hand towels to be changed daily during occupation of participant/guest.
 - d) Fresh linen and towels to be provided when a new occupant occupies the room.
 - e) The contractor will bear the cost of washing, Ironing and dry cleaning of bed linen, towels and woolen blankets, curtains etc.
 - f) Washing, ironing and dry cleaning should be of a standard quality.
 7. The contractor shall ensure that the rooms are cleaned and freshened usually in the absence of the participants/guests, under the supervision of the housekeeping supervisor. The workmen attending to the job should, therefore, have the highest standard of honesty and integrity.
 8. The Contractor or his staff should not use the linens/towels, mosquito nets, blankets etc. for their own use. If found using it penalty of Rs.1, 000/- per item per day will be charged.
 9. The housekeeping workmen shall help the participants/guests in taking baggage to the rooms and removing it from their rooms while checking out.
 10. When an occupant of the room desires to check out, the contractor will have to check and ensure the inventory of the room that no items are missing. In case any items are missing, he has to report to the Hostel Manager/authorized representative, immediately.
 11. The contractor shall inspect, as a part of the housekeeping and maintenance work, the water supply points, plumbing installations, toilets, electrical light and fan points, power bulbs, locks and keys of the wooden cupboard of the guestroom. Air conditioners, Geysers, TV sets etc. may be checked and also the battery of the wall clock and remote control of the TV sets should be checked and brought to the notice of the Hostel Manager/authorized representative in the event of any defects/damages so that the same could be attended to immediately.
 12. The contractor shall ensure that the keys are collected back when an occupant leaves the room.
 13. The contractor shall bear the cost of detergents/chemicals/sanitary items/cleaning powders and bring the equipment like vacuum cleaners and scrubbing machines on his own.
 14. The contractor shall ensure that pest control in all hostel rooms, dining hall, stores, kitchen and office once in a week at his own cost.
 15. The contractor shall ensure that toilet papers, toilet soap, odonil packets, naphthalene balls, candle and matchbox are available in every room at all times.

16. The contractor shall provide mosquito repellent machines with one piece of mosquito mat or liquid mosquito repellent (i.e. ALLOUT/ Goodnight) at his own expense in all the rooms of guest house daily.
17. The contractor shall use room fresheners in all occupied rooms of the guest houses, television lounge, recreation room, office rooms as per requirements.
18. The contractor shall keep liquid shoe shine machine (black and brown) in each guest house at his own cost to be used by the participants.
19. The contractor shall employ an educated, well-behaved, trained and experienced Receptionist for manning the Reception in each guest house round the clock, who will attend all incoming and outgoing calls. The Receptionist should be well trained in the trade and proficient in English, Hindi and local languages besides being proficient in computer operation. Deployment of receptionist will be as given below.
 1. Hostel – I: 1 Receptionist and 1 Room Boy in 2 shifts (8 hour each). (2 +2)
 2. Hostel - II: 1 Receptionist and 1 Room Boy in 3 shifts (8 hour each). (3+3)
20. The contractor shall arrange to spread brown papers in the cupboards, drawer of the writing table and bedside table at his own cost.
21. The contractor shall ensure that there is a good ventilation by keeping the doors and windows of the rooms open every day for 30 – 60 minutes (whether the room is occupied or not) to prevent accumulation of bad odor.
22. The contractor shall have to use the detergents/cleaning powder/chemicals/sanitary items/bath soap/toilet paper etc. in each room on his own cost.
23. The manpower engaged in housekeeping, catering and maintenance by the contractor should be professionally / technically qualified. The contractor shall furnish the details of their qualifications/experience etc. to the Institute at the time of their engagement. The Institute reserves the right to remove the unqualified or found otherwise unsuitable persons from any manner from working in the Institute.
24. The Manager of the contractor should be available round the clock in the hostel premises for ensuring proper supervision of maintenance, housekeeping and catering services.
25. The Housekeeping and maintenance personnel should be available in the guest house as per their shift duty on 7 days a week.
26. The contractor shall ensure that workers recruited by him are well qualified and experienced and if need be, the contractor shall arrange for refresher training to them as per requirement.
27. The contractor should ensure that the services of a qualified & experienced housekeeping Supervisor in housekeeping department is available for supervision of maintenance and upkeep of rooms in the guest houses and office.
28. The Director, NIRDPR-NERC reserves the right to ask the contractor to remove and replace any of the worker for their failure to give quality service or their misbehavior and the contractor shall be bound to replace the concerned staff within a week from the date of such communication.

29. The contractor shall not allot any of the rooms of the guest house without the prior approval of the competent authority. In case if the Contractor or any of his workers are found to be occupying any of the rooms in the Guest House, the Contractor is liable to pay a penalty of Rs.3,000/- per day per room.
30. All the staff employed by the contractor should be in proper uniform while on duty. The contractor should supply the uniform with colour specifications and pattern approved by the NIRD&PR, to the workers at his cost. It should be noted by the contractor that in case any of the workers employed by the contractor are found to be on duty without the uniform, a penalty of Rs.200/- per worker per day will be imposed and the bill would be proportionately restricted.
31. The contractor shall provide flower arrangements and fruit basket in the VIP rooms during the visit of VIPs to the Institute. The basket will be that of the contractor and the cost of the fruits will be paid by the institute.
32. It is to be noted that used soap water/chemicals should not be thrown in the nearby green areas as it is harmful for growth of flower plants/trees etc.
33. The Institute will provide bed linen and bath towels to the contractor. The contractor shall be responsible for the safety & security of all the items of furniture and fixtures, equipment, locks, buckets, mugs etc. The contractor shall have to hand over all the items provided to him, as indicated elsewhere, to the Institute at the time of termination of the contract.
34. The Manager / Room Boy appointed by the contractor should be present during any repair, maintenance and cleaning job is being carried out in the guest house.
35. The contractor should ensure safety of the belongings of the inmates in the Guest House, however, in case of any untoward incidents like theft or loss of any belongings / cash that takes place from the occupant's room due to negligence on the part of the workers deployed by the contractor, the contractor would be liable for compensating the loss.
36. The contractor should ensure the proper maintenance of four fish aquariums in the guest houses and office building are maintained properly at his own cost. He shall ensure the periodical cleaning/servicing (minimum once in a week). Replacement of fish and equipment like water filter and air pump etc. and supply of the feed on daily basis have to be done by the contractor.
37. Occupied and non-occupied rooms should be cleaned daily.
38. Bill will be on actual basis based on check-in, check-out registers. No separate order will be given. The contractor has to maintain guest register on daily basis as per check-in, check-out registers.
39. One store room, one office room, one rest room and one dormitory provision of about 10 workers will be provided to the Contractor on payment basis @ ₹ 1,000/- per month plus electricity and water charges.
40. Duty of the worker should be 8 hours with one weekly off.
41. One cleaning staff is to be deployed in Director's Premises.
42. Duty chart has to be prepared for all the workers on daily basis. Daily attendance of all workers with their designation has to be recorded in the register for each shift separately. Duty chart and attendance register is to be shown to the HM / Warden / Campus Supervisor or its representative daily.

PART – III
GARDENING

1. The flower pots would be made available by the Institute for keeping of seasonal flowers. However, flexible pipe etc. would not be provided by the Institute free of cost.
2. Minimum wages as per the act (Central Govt., in Building Operation B Areas) in force must be kept in mind by the bidder at the time of quoting the rates including leave reserve.
3. In case, of loss/damage of articles to the Institute occurs due to the negligence of the workers, the liability so created shall be of the contractor and the cost of such items /property shall be recovered from the contractor .
4. The flower pots shall be painted at least four times every year, as per directions of the Institute.
5. The grass shall be mowed every 10-12 days with a mowing machine. If the same is not at the given interval, deduction in the monthly bill would be made.
6. Seasonal flower plant have to be planted in the lawn and in the flower pots lasting four months, the cost of such plants/saplings etc. would be borne by the contractor.
7. The contractor would arrange for the manure, fertilizers, seed, insecticides, tools, etc. for proper maintenance of garden including flower pots.
8. The saplings would be prepared by the contractor at a place decided by the officer of the Institute; however, all cost would be borne by the contractor.
9. Complete details of the workers employed, with photographs, would have to be provided by the contractor at the time of posting a gardener. In absence of the details it would not be possible for the Institute to make payments of the monthly bills.
10. On satisfactory performance of the work the payment would be released on monthly basis by cheque. In case the work is not found satisfactory deduction in the bill would be made, the decision of the Director with regards to the amount of deduction will be final.
11. In case the contractor is unable to deliver the job in accordance to the contract, the Institute would be free to get the work done at the risk and cost of the contractor.
12. The disposal of the waste so generated would have to be done, by the contractor, outside the Institute campus.
13. It would be responsibility of the contractor to provide and place the decorative plants in the campus on his own cost. The contractor would have to perform all odd jobs related to gardening in the Institute.

GENERAL TERMS AND CONDITIONS

1. EMD will not carry any interest whatsoever.
2. The successful bidder will be required to pay security deposit of Rs.1 (Rupees one lakh only) which will not carry any interest. Earnest money deposited by the bidder would be adjusted in the security money.
3. The NIRD & PR, NERC reserves the right to forfeit the EMD of the tenderer on account of (a) premature withdrawal from the tender; (b) non-payments of security deposit. The decision of the Director, NIRDPR, NERC shall be final in this regard.
4. The contract will be valid for a period of one year with effect from the date of award of the contract. The rates quoted will be valid for one year extendable for more year. The next year rate will be not exceeding the rate of increase in the All India Consumer Price Index – Industrial Workers over the preceding year. The contract period is for one year with strict performance guarantee failing which the contract shall be terminated.
5. In the event of any question, dispute or difference arising under these conditions or any conditions contained in the order or in connection with this contract, the same shall be referred to the sole arbitration of the Director or some other person appointed by him. The award of the arbitrator shall be final and binding on the parties to this contract.
6. Director, NIRDPR, NERC reserves the right to reject any or all the tenders received without assigning any reasons whatsoever.
7. The contractor shall not refuse to provide services beyond one year with a proportionate increase in rate equivalent to rise in All India Consumer Price Index for Industrial Workers over the preceding year.
8. The contract period may be extended for a further period of one more year on mutually agreeable terms and conditions.
9. The agreement is terminable by NIRDPR, NERC with one-month notice.
10. The contractor shall have to serve for a minimum period of one year. However, if the services provided by the contractor are found to be unsatisfactory, the contract stands terminated after due notice and forfeit the security deposit/portion of it as decided by the Director and his decision shall be the final and binding.
11. The contractor shall not transfer his rights under the contract to anyone else.
12. The contractor or his workers shall not use the premises allotted to him for any purpose other than the purpose for which the contract is awarded.
13. The contractor shall devote his attention in the work of purchases, preparation and service and discharge his obligations under the contract most diligently and honestly.
14. The contractor shall at all times during the existence of contract abide by all directions and instructions which may be given by the institute concerning any aspect of the House-keeping and maintenance services.

15. The contractor shall be responsible for allotting duties and timings to the workers engaged in the Housekeeping and maintenance of guesthouses.
16. The remuneration payable to the workers engaged in the Housekeeping and maintenance of guest House shall be borne by the contractor.
17. The contractor should be registered with the Registrar of concerned state body and furnish the details of registration number. He shall abide by the state labour and Government of India (Ministry of Labour) rules and regulations and all other statutory acts and regulations and rules relevant to this contract including works contract act, minimum wage act, provident fund act, ESI etc.
18. The contractor shall indemnify the principal employer (NIRD&PR, NERC) against any risks and damages arising out of the default on the part of contractor due to his negligence or that of his employee or non-compliance of any of the aforesaid rules, regulations etc. laid down by the government and other statutory authorities from time to time.
19. The contractor must have all the mandatory certificate/license for running the housekeeping and maintenance services. The firm without mandatory certificate and licenses will not be entertained.
20. The contractor should take all precautionary measures to ensure the safety of the workers employed by him and NIRD&PR, NERC will not be responsible in case of any eventuality.
21. In case of any disputes between contractor & workers, it is the responsibility of the contractor to settle them amicably and the Institute will not be a party to them and will not be responsible for any lapses, etc., on the part of the contractor vis-à-vis his workers. If under any circumstances a court awards decree against the Institute in cases relating to the workers employed by the contractor at the Institute, the contractor shall himself make all necessary action in fulfillment of the decree and the Institute as such shall not be liable to take any action. The workers engaged by the contractor will not have any type of claim against NIRDPR, NERC and the contractor shall be liable and responsible for compliance of all Labour laws.
22. All workers shall be hired by the contractor after medical examination and police verification.
23. A list of workers engaged by the contractor for the Institute's work should be provided giving their names, addresses, their qualification, age, designation etc. The contractor should submit photos to the Institute within a week from the date of acceptance of the offer. Any changes from time to time should be informed to the Institute, immediately.
24. The workers will be issued identity cards by the contractor and only those workers for whom identity cards are issued will be allowed into the premises of the Institute. A copy of the identity card along with name, photograph and address will be made available to the institute for record.
25. The contractor will be liable for penalty for deficiency in quality of service, e.g., leaving the rooms and the guest house premises unattended and unclean, failing to maintain hygiene and sanitation in and around the guest houses, etc. The monthly housekeeping bill raised by the contractor will be proportionately restricted. In case of deficiency or delay in providing the service by the contractor and in case the Institute on its own provides

- material or manpower to run the housekeeping and maintenance service the cost of such material/manpower will be recovered from the contractor.
26. The contractor should ensure that workers engaged by him shall bear good conduct, character, and integrity and their antecedents are to be checked up thoroughly before engaging them.
 27. The authorized representative of NIRDPR, NERC reserves the right to oversee the quality of maintenance services being provided by the contractor. He also reserves the right to ask the contractor to remove and replace any of the workers engaged by him to ensure quality service and the contractor shall have to replace workers concerned within a week from the date of such communication.
 28. In the event of any absenteeism of the workers engaged by the contractor, a penalty of Rs.400/- (Rupees four hundred only) per worker per day will be imposed and this will be in addition to the wages of the concerned worker during that day / period. The penalty of Rs. 400/- per day per worker will be recovered out of the monthly housekeeping bill raised by the contractor for payment. The Institute reserves the right to check the muster rolls as well as the wages sheets maintained by the contractor at any point of time.
 29. The contractor shall be provided a suitable place during the validity of the contract period to maintain his office as well as to store the material received to provide the housekeeping and maintenance services to the Institute. The contractor shall, however, not use the allotted place for any other purpose than the purpose indicated above.
 30. The contractor shall not have tenancy rights on the place so provided to him in the Institute. He shall have to vacate the place allotted immediately on expiry/termination of the contract or when requisitioned by the Institute.
 31. The contractor will take over the premises of the Guest Houses of the Institute along with the furniture, fixtures and fittings and other equipment and material as may be provided by the Institute, where he is supposed to provide the housekeeping and maintenance services. He shall have to hand over the premises of the Guest Houses of the Institute along with the furniture, fixtures and fittings and other equipment and material provided by the Institute, on expiry/termination of the contract.
 32. If there is any variation in the quality of material used as against the branded items specified in the contract, suitable penalty as may be decided and determined by NIRD&PR, NERC will be levied while settling the monthly bills.
 33. In case it is found that the kitchen/dining halls/rooms/public areas/stores/surrounding areas are not kept in clean and hygienic condition, suitable penalty as deemed fit by NIRDPR will be levied while settling the monthly bill.
 34. In the event of any incident of food poisoning, the charges incurred on account of hospitalization of participants/guests/staff members will have to be borne by the contractor.
 35. The contractor shall submit the bill for the housekeeping and maintenance services provided by him on the first working day of following month, duly signed by him or his authorized signatory and countersigned by the competent authority of NIRDPR. NIRDPR will pay the charges by the 15th of the month on such submission of the bill.

36. The Institute shall take the feedback through a register kept for the purpose, from the participants/guests/dignitaries regarding housekeeping and maintenance services with a view to offer prompt and efficient services. The Institute will conduct periodical reviews of the complaints/suggestions given by the participants/guests/ dignitaries both in the registers kept in the Guest Houses and the Evaluation Reports and the contractor will be informed about the shortcomings, if any, for remedial action.
37. Any other aspect/point arising out of the housekeeping and maintenance services to be provided by the contractor, the same has to be resolved through mutual discussions by both the parties.
38. Where a doubt arises as regards the applicability of the contractual terms and conditions or as to the interpretation or application of any of the provisions of this agreement during the validity of the contract period, the decision of the Director, NIRDPR, NERC thereon shall be final and binding on the contractor.
39. Institute will not pay any wages to workers.
40. Lowest rates alone shall not be the criteria for selecting the bidder for award of the contract.
41. The Institute reserves the right to entrust the house-keeping contracts separately if it is desired by the competent authority to do so. The institute also may exclude any of the Services so mentioned from the scope of the contract.
42. All the corridors, dining hall, lounge on the ground, first and second floor, kitchen area, Staircase, store room, serving area, common toilet areas and other covered area in the two guest houses and surrounding areas of guest houses should be cleaned, dusted every day both in the morning and evening and in order, according to the time as specified below. Phenyl, harpic, caustic soda, mortin spray etc. and other sanitary items should be used for the purpose.
43. All staff duty hours should be of 8 hours with weekly off.
44. The contractor has to place one attendant at gymnasium to keep record of the users during morning and evening hours. The attendant has to report the malfunctioning of equipment immediately to Caretaker/Warden/Administrative Officer.
45. The contractor shall pay wages to all categories (Highly Skilled/Skilled/Unskilled) of workers as per the minimum wage rates of Govt. of India in Building Operations – “B” Areas through the respective bank A/c of the workers. The wages of preceding month’s shall have to be paid within 7 days of month. If the wages is not paid on time Institute has right to deduct the workers’ wages from the monthly bill and pay to the contractor’s workers.
46. The contractor shall obtain license from the Office of the Assistant Labour Commissioner (Central), Guwahati before commencement of contract work.

Administrative Officer