



ASSAM ELECTRICITY REGULATORY COMMISSION

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NOTICE INVITING TENDER **(NIT No 03/2019)**

No. AERC/717/2019

Dated Guwahati the 26th August, 2019

Sealed tenders are invited by Assam Electricity Regulatory Commission (AERC), Sixmile, Guwahati-781022, in a two- bid system i.e. (i) **Technical Bid** and (ii) **Financial Bid** affixed with non-refundable court fee stamps of Rs 8.25/- (Rupees eight and paisa twenty five only) from experienced firms/parties/private limited agencies for providing

- a) ***Housekeeping (Sweeping, cleaning and maintenance)***
- b) ***Receptionist (Female) cum data Entry Operator***
- c) ***Driver***
- d) ***Electrician***

Interested tenderers may submit a written request on their company's letter head indicating the tender number and work description for issue of tender documents which should be addressed to the Secretary, AERC, Sixmile, Guwahati-781022 within September 7th, 2019.

The last date of tender submission is **September 11th, 2019**, upto 1 p.m and the bids will be opened on the same day at 3 p.m. Tenders received after the stipulated date and time are liable to be rejected. Tenders can also be downloaded from the website, www.aerc.gov.in.

The Assam Electricity Regulatory Commission (AERC) reserves the right to accept or reject any or all tenders without assigning any reasons thereof. AERC neither binds itself to accept the lowest rate of tender nor does it undertake to assign reasons for the decision taken.

Sd/-
Secretary, AERC

Acknowledgement Form.

1. I _____ son/Daughter of Shri _____ am a Proprietor/Partner/Director of _____ and am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the NIT and hereby convey my acceptance of the same.
3. The information / documents furnished along with the above declaration are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any vague / false information / fabricated document that would lead to rejection of my bid at any stage besides liabilities towards prosecution under appropriate law.

Date:

Full Name:

Place:

Signature of authorized person

Company's Seal:

N.B. The above declaration, duly signed and sealed by the Bidder/ Agency in token of their acceptance, should be enclosed with Technical bid.

SCOPE OF WORK

1. HOUSEKEEPING/ SWEEPING

Housekeeping / cleaning services should be provided round the clock on all days including holidays in new AERC Building at 8:00 am to 6:00 pm from Monday to Saturday so that all areas are neat and clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 9:00am in rooms where work will start at 9:30am.

Housekeeping staff has to do following activities:

- 1) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including all other departments at regular intervals on daily basis.
- 2) Cleaning sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, Corridors Ceilings, Administrative Block, Office Rooms, and Conference rooms at regular intervals on daily basis.
- 3) Vacuum cleaning of all carpets and upholstered furniture. Cleaning and disinfecting whenever required.
- 4) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, fire fighting equipment's, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
- 5) Collect garbage in coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within the building.
- 6) Spraying room fresheners in all rooms on daily basis at regular intervals.
- 7) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet Seats, containers etc. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.
- 8) In additions to this the cleaning of garbage points is also under the responsibility of Contractor.
- 9) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains, AC Plants, Main Gates, etc. as directed.
- 10) Any additional work assigned by the ward I/C of the area where the housekeeping staff has been placed on duty. Once assigned an area the housekeeping staff will be under the control and supervision of I/C.

2. RECEPTIONIST

- 1) Greet and welcome guests as soon as they arrive at the office
- 2) Direct visitors to the appropriate person and office
- 3) Answer, screen and forward incoming phone calls
- 4) Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- 5) Provide basic and accurate information in-person and via phone/email
- 6) Receive, sort and distribute daily mail/deliveries
- 7) Take and pass on messages to Guests
- 8) Deal with special requests from Guests
- 9) Deal with complaints or problems
- 10) Deal with bookings by phone, e-mail, letter, fax or face-to-face
- 11) Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- 12) Order front office supplies and keep inventory of stock

- 13) Update calendars and schedule meetings
- 14) Arrange travel and accommodations, and prepare vouchers
- 15) Keep updated records of office expenses and costs
- 16) To assist in daily entry operations.
- 17) Any other work that may be allotted to her by Secretary, AERC.

Requirements

- Associates or bachelor's degree in related field.
- Prior experience as a receptionist or in related field.
- Consistent, professional dress and manner.
- Excellent written and verbal communication skills.
- Competency in Microsoft applications including Word, Excel, and Outlook.
- Good time management skills.
- Experience with administrative and clerical procedures.
- Able to contribute positively as part of a team, helping out with various tasks as required.
- Telephone Skills, Verbal Communication, Listening, Professionalism, Customer Focus, Organization, Informing Others, Handles Pressure, Phone Skills, Supply Management

3. DRIVER

- 1) Map out driving routes ahead of time to determine the most expedient trip
- 2) Pick up clients from the place and at the time they've requested
- 3) Assist clients with loading and unloading their luggage
- 4) Listen to traffic and weather reports to stay up-to-date on road conditions
- 5) Adjust the route to avoid heavy traffic or road constructions, as needed
- 6) Answer clients' questions about the area and local places of interest
- 7) Ensure the car seats are clean and comfortable for all riders
- 8) Schedule regular car service appointments and report any issues

Requirements

- Proven experience as a Driver
- A valid driver's license
- A clean driving record
- Minimum visual acuity of 20/50 (or corrected to 20/50)
- Familiarity with GPS devices
- Knowledge of area roads and neighborhoods
- Availability to occasionally take weekend and night shifts
- A polite and professional disposition
- Ability to remain calm in stressful driving situations (e.g. at rush hour)

4. ELECTRICIAN

- Electrical Work Supervision
- Check lift, fire, gas line works
- Read blueprints or technical diagrams
- Install and maintain wiring, control, and lighting systems
- Inspect electrical components, such as transformers and circuit breakers
- Identify electrical problems with a variety of testing devices

- Repair or replace wiring, equipment, or fixtures using hand tools and power tools
- Follow state and local building regulations based on the National Electric Code
- Direct and train workers to install, maintain, or repair electrical wiring or equipment
- Records keeping
- Electrical material arrangements
- Operate the lift.
- Maintain the CCTV and audiovisuals of conference room and court room.

Requirements

- Electrician: 3 years experience Required
- High school with ITI certificate.
- License from Electrical inspector.

TECHNICAL BID

1. The bidder will obtain necessary license, permit, consent, sanction, etc., as may be required or called for from / by local or any other authority for doing such work. The Agency shall comply at its own cost with all applicable laws, rules and regulations in force from time to time whether of Central or State or local Govt. as applicable to him or to this contract without any liability and responsibility to AERC, whatsoever it may be.
2. The tenderers are advised to inspect and survey the building and familiarize themselves with its layout, room sizes, and manner of management etc before submitting the tenders. The tenderers shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may affect or influence their tender. He or she shall be deemed to have full knowledge of the site and work, whether he/she inspects it or not.
3. Submission of a tender by a tenderer implies that he/she has read this notice and all other contract documents and has made himself/ herself aware of the scope and specifications of the work to be done and of conditions and rates at which stores, tools and local conditions and other factors bearing on the execution of the works.
4. The evaluation of the technical bids would be made on the basis of
 - (a) Experience in providing cleaning and maintenance in guest houses/hotels/hostels etc. along with lists of clients with years of service experience and performance certificates/testimonials/reports from these clients should be enclosed.
 - (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.
 - (c) Annual turnover for the last three years ie 2016-17, 2017-18 and 2018-19 and certificate of upto-date sales tax and income tax clearance certificate.
 - (d) Technical inputs and work plan.
 - (e) All documents related to firm/ EPF and ESI registration
5. The period of execution of the work will be 1 (one) year from the date of issue of work order, which may be extended for a further period of 1 (one) year, subject to satisfactory performance along with same rates and terms of conditions. A final decision in this regard will be taken by the competent authority.
6. The tenderer shall have to sign each and every page of the tender document (technical and financial bids). In case all pages are not signed, the tender may not even be considered for evaluation.
7. The tenderer has to furnish upto-date sales tax and income tax clearance certificates from the concerned tax authorities.
8. The technical proposals will be opened by a Committee on the date indicated in the NIT and verified with respect to the eligibility criteria.
9. Eligible proposals shall be evaluated by the Selection Committee with respect to the following parameters:

S.no	Parameters	Marks
1	Understanding the scope of work	15
2	Performance / Experience - Number of Years along with the profile of client and satisfactory completion certificate from the client in providing security services	35

3	Presentation on services to be provided with strength, training schedule & plans for disaster management.	35
4	Resources for staff training	15
5	Total	100

FINANCIAL BID

1. The rates of Housekeeper & sweeper for cleaning and maintenance of the AERC new building and rates for Driver, receptionist and Electrician should be quoted both in words and in figures, and should be inclusive of all taxes and any other applicable charges as shown below:.

Statutory Obligations	House Keeper (semiskilled) Amt (Rs.)	Sweeper (unskilled) Amt (Rs.)	Receptionist (Highly Skilled) Amt (Rs.)	Driver (skilled) Amt (Rs.)	Electrician (skilled) Amt (Rs.)
Basic Wages <i>(should be equal to or more than minimum basic wage of GoA)</i>					
PF (employer contribution)					
PF (employee contribution)					
ESIC (employer contribution)					
ESIC (employee contribution)					
Service charge@					
Monthly Charges (Total)					
Service Tax/ GST					
Total					
Charges for additional worker on daily basis, if required (for any miscellaneous works)					
Any other charges etc.					
Total (in words)					

- i) *Please enclose the copy of the latest Govt Order on Minimum Wages.*
- ii) *No other charges would be payable by AERC.*
- iii) *There would be no increase in rates during the Contract period*

2. The quoted rates shall be as per the minimum wages of Govt. of Assam and shall include all statutory obligations. The rate quoted should indicate service tax, Employer EPF contribution, ESI contribution etc, and any other applicable statutory contribution.
3. Banker's certificate, along with profit and loss account and balance sheet duly certified by a Chartered Accountant must be submitted for the last 3 (three) years, ie 2016-17, 2017-18 and 2018-19.
4. To furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. as may be required by the AERC from time to time.
5. Only firms with an annual turnover of not less than Rs 10 lakh in any one year during the last three years need apply.

TENDER OPENING

1. Both the technical and financial bids have to be submitted in separate sealed envelopes, which should be super scribed “Technical Bid” and “Financial Bid” as the case may be and these have to be submitted together in one sealed envelope.
2. The technical and financial bids would be opened on **September 11th, 2019, at 3 p.m.** in the office of the Secretary, AERC in the presence of the tenderers who would like to be present. In case it happens to be a holiday, these would be opened on the next working day at the same time.
3. The evaluation of the financial bids would be made on the basis of the monthly fixed amount to be charged by the tenderer for providing cleaning and maintenance services to the building, where the cost of manpower – salaries, uniform, EPF, ESI etc are involved.
4. The Secretary, AERC reserves the right to accept or reject any or all tenders without assigning any reasons thereof. AERC, Guwahati neither binds itself to accept the lowest rate of tender nor does it undertake to assign reasons for the decision taken.
5. The evaluation will be made on 70:30 (Technical: Financial).

SPECIAL INSTRUCTIONS TO TENDERERS

Eligibility Criteria:

- The Bidder may be a proprietary firm / Partnership firm/ Limited Company legally constituted, who possess the required licenses, registrations etc as per law valid at least for 12 months from the date of the opening of tender.
- The Bidder shall have excellent track record of past experiences and satisfactory credentials of providing Services for last 3 years ending 31st March 2019 in organizations relating to PSU / Autonomous Bodies/ MNC/ hospitality industry. There should be no case pending with the police against the Proprietor/Firm/Partner or the Company (affidavit to this effect to be attached with technical bid).
- The bidder should have the License by the Labour Commissioner for contracting Labour under the contract labour act (documentary evidence to be attached with technical proposal)
- The bidder to have all the necessary permissions, licenses and clearances from appropriate authorities as required for providing these services (proof to be attached in the Technical Bid)
- The manpower deployed by him will be required to work beyond office hours and even on holidays, including second and fourth Saturdays and Sundays.
- The contractor will quote the schedule of rate of the financial bid for the monthly fixed maintenance charge for providing house-keeping, general upkeep and maintenance, routine cleaning of the hostel.
- Rates should be quoted inclusive of all taxes.

Terms of payment:

- **Performance Security / Security Deposit:** a successful tenderer irrespective of their registration status will be required to submit performance security within 30 days of contract for due performance of contract. The amount of performance security will be 10% of contract value in Indian Rupees or Foreign Currency stipulated in contract. Performance Security will be forfeited and en-cashed by the

- AERC in the event of breach of contract by the tenderer. Failure to submit performance security may entail cancellation of contract.
- The performance security will be in the form of demand draft or fixed deposit receipt or bank guarantee on non-judicial stamp paper in the specified format. The Performance Bank Guarantee (also called Performance Bond) shall be submitted from a public sector bank and should be valid up to 60 days beyond the contract period.
 - The following registers will have to be maintained by the contractor:
 - (a) attendance register
 - (b) wages payment register
 - (c) supply/use of cleaning materials/agents
 - These registers will have to be signed by the contractor, who will place them before the Officer of AERC every day. If this is not done, monthly bills/payments will not be released.

Termination of contract:

- If the contractor shows lack of sincerity or negligence to the work or his performance is unsatisfactory in the opinion of the competent authority, the contract may be terminated at any stage without prejudice to the right by action under any other relevant clause of the contract by giving one (1) month's notice.
- In case the tenderer/contractor desires an earlier termination of the contract, he/she shall have to give three months advance notice to the Secretary AERC. In case the contractor withdraws from his/her work without giving the three months notice, his/her security deposit would be forfeited.

Safety rules

- The contractor shall carry out the work in accordance with the statutory requirements of safety regulations and other rules/Acts as may be applicable.
- The contractor or his representative must take immediate corrective measures whenever any unsafe conditions/practices are detected.
- The contractor or his representative will report any accident to the competent authority of the Directorate. The cause of all minor or major accidents that occurs in their job shall be reported and immediate remedial measures taken to prevent reoccurrence of such accidents. This responsibility lies solely on the contractor.
- Any person found under the influence of alcohol or any intoxicating drugs on duty is unfit for duty and should not be allowed to work. His work permit should be withdrawn and he should be expelled from the work premises forthwith.

Labour laws:

- The contractor shall abide by the provisions of various labour laws as may be applicable from time to time.

Technical specification:

a) Housekeeping services/ Receptionist/ Driver/ Electrician

- The staff engaged should be disciplined and should remain in their area of work. They should not loiter around
- The staff should be briefed to conserve electricity, water and other precious resources
- The garbage should be disposed of in the designated area or as directed
- The contractor should have the character and antecedents of the staff verified before employing them
- Any change in the employment of staff should be done with the prior permission of the authorized representative of AERC and after verification as above

b) Levy of liquidated damages

- AERC shall have the right to levy on the contractor compensation for liquidated damages to cover the total cost incurred by it for making alternative arrangements for delays attributable to the contractor, poor quality of services, non-deployment of adequate and sufficient number of worker (s) and supervisor (s) etc.
- The decision of the competent authority of AERC shall be final and binding in assessing the compensation as liquidated damages
- The amount of liquidated damages shall be adjusted and set against the sum of money payable to the contractor under this contract or any other contract with AERC

c) Termination

- AERC shall have the right, any time during the duration of the contract, to suspend, terminate or cancel the services of the contractor by issuing a month's notice to the contractor
- In case AERC terminates the contract in whole or in part, AERC shall not pay any compensation in any form to the contractor for the balance work.

d) Foreclosure of the contract

- It shall be within the authority of AERC at any time after the acceptance of the bid or during the execution of the work, to foreclose or reduce the scope of the work, for any reason whatsoever, either wholly or in part, by issuing a notice (not less than 30 days) to the contractor. The contractor shall then have no claim whatsoever on account of any profit(s) or advantage(s) which he might have derived from the execution of work in full but for the reasons of the foreclosure of the contract either in whole or in part
- The decision of the competent authority of AERC regarding the foreclosure of the contract and /or reduction in the scope of the work shall be final and binding for which no disputes whatsoever shall be raised by either of the parties to this contract

e) Subletting or assignment of contract

- No subletting or assignment of the contract is permitted
- However, if under special circumstances, if any request is made, it may be considered by AERC and decision taken by AERC subsequently would be final.

Annexure – I

Particulars of the tenderer

- 1) Firm/ tenderer's name:
- 2) Postal address:
- 3) Telephone No.:
- 4) Fax No.:
- 5) Contact person:
- 6) E-mail address:
- 7) Website address, if any:
- 8) Headquarter office address:
- 9) Local branch office address with phone no. and fax:
- 10) Whether the firm is private or public limited with date of establishment (attested copies of deed for articles of association to be enclosed):

- 11) Name of the person holding the power of attorney (attested copy of power of attorney to be enclosed). Also state his present nationality and liabilities:

- 12) Names of partners, their current nationalities and liabilities

- 13) Name and address of the tenderer/contractor

- 14) Specimen signature of the tenderer/contractor:
 - a)
 - b)
 - c)

I/we authorize AERC to make any investigation to verify the correctness of the statements and documents submitted with this application and obtain clarifications or information on the technical and financial aspects of the applicant.

Date:

Signature of the tenderer

Annexure – II

Self declaration by the tenderer on EPF (Employees Provident Fund) and ESI (Employees State Insurance) regarding registration, number of manpower required, its regular subscriptions:-

- (i) On EPF
- (ii) On ESI

Signature of the tenderer

Annexure – III

Certificate regarding upto date clearance of sales tax and income tax from the concerned tax authorities