

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

No. 2/1(7)/2015/Adm/CERC

Dated, the 15<sup>th</sup> Sep 2015

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

Sealed quotations are invited for annual contract for house-keeping services in CERC located at the Ground, First, Third and Fourth Floors, Chanderlok Building, 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 26,910 sq.ft. with thirteen (13) toilets. The detailed scope of work is given below:
  - 1.1. **JOBS TO BE CARRIED OUT DAILY:**
    - (i) All sweeping and cleaning works as detailed below are to be carried out before 9.00 A.M. daily except Sundays and Gazetted Holidays.
    - (ii) 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.
    - (iii) 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.
    - (iv) Cleaning and moping of staircase area, pantry, electric room, IT room and other common areas in Ground, First, Third and Fourth Floors.
    - (v) Filling up of water jugs in Officers table.
    - (vi) Cleaning of any choking in the drainages of toilets.
    - (vii) Removal of beehives and cobwebs/honey webs from the office premises.
    - (viii) Lifting, carrying and disposing the dead birds, animals like rats, insects in and around the office premises.
    - (ix) Removal of waste papers from rooms, baskets, lobbies and putting in specified bags at the specified location.
    - (x) Cleaning of wooden floors with suitable cleaning materials which is not harmful for wooden floors.
    - (xi) To clean glass panes on doors, windows and partitions with soap/cleaning agent.
    - (xii) Cleaning of waste paper and other garbage and removal from the office premises and dispose off at the suitable places earmarked by the NDMC.

- (xiii) Room fresheners in all office area are to be sprayed daily 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 Service Tax 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 **three 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 housekeeping service shall be given preference.
- (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.

**3.0 DEPLOYMENT OF MANPOWER:**

**3.1. NO. OF STAFF REQUIRED:**

(a)	House-keeping boys (Un skilled)	-	17
(b)	Messenger (Semi skilled)	-	11
(c)	Pantry boys (Semi skilled)	-	07
(e)	Plumber cum Messenger (Skilled)	-	01
(g)	Supervisor (Skilled)	-	02

**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. QUALIFICATIONS OF STAFF:** The Supervisors, Messengers and Pantry Boys should be at least Matriculate (10th Pass).

### **3.4 GENERAL TERMS and CONDITIONS:**

- (i) The firm shall conduct necessary verification of antecedents of the personnel to be deployed to CERC and they shall give a written undertaking to the effect that the personnel deployed to CERC are not involved in any criminal or case.
- (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.

### **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, Messenger 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, 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.
- 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.**

- 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 the tenure of contract, up to two spells of one year each subject to satisfactory services of the firm. In case of extension of the tenure, the approved minimum wages as notified by the Government of NCT of Delhi shall be applicable during the extended tenure. The administrative charges quoted in the financial bids would be payable over and above the applicable minimum wages plus statutory dues.
- 8.1.** The basis of payment upon revision of minimum wages would be minimum wages as notified by the Govt. of NCT of Delhi 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.
- 8.2** 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.
- 8.3** 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-contract 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.
  - (iii) 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, wage register, proofs of deposit of PF and ESI contribution).
- 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. 1,00,000/- (Rupees One lakh 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.

- 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 of ₹ 2,50,000/- (Rupees Two lakh and fifty thousand only) 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) Attested photocopies of PAN No., Service Tax Registration No., EPF, ESI and Registration Certificate of the firm.
  - (ii) 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 sealed cover superscribed as "Financial Bid".
- 19.2** **REJECTION OF TENDER:** The tender 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, 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, CERC up to 3.00 P.M. on Friday, the 9<sup>th</sup> October 2015.
- 19.5** **OPENING OF TENDER:** The Technical Bids shall be opened at 4.00 P.M. on the last day of receipt of tender. 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 may be required, by the agency with the same terms and conditions.

**20.0 EVALUATION OF BIDS:**

- (i) Bids will be evaluated on Technical and Financial criteria. 60% weightage will be given to Technical bid and 40% to financial bid. A minimum of 50% score (out of 100) will be necessary for qualifying in technical bid evaluation and financial bids of only those bidders would be opened who score this minimum score in technical evaluation.
- (ii) Technical evaluation will be done by a Committee on the basis of the following criteria:-
- Experience in the relevant field (15 points)
  - Clients profile (20 points)
  - Performance in CERC (05 points)
  - Mechanized experience (05 points)
  - No of staff deployed in the other organizations (15 points)
  - Any other parameter deemed fit to be considered by the Evaluation Committee.

**21.0** 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.

**22.0 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.

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

**Sd/-  
(P. Ramamoorthy)  
Assistant Secretary (P&A)  
Tel: 2375 3921**

**Copy to:**

1. **Website of CERC**

**Annexure – I to NIT No. 2/1(7)/2015/Adm/CERC  
Dated the 15<sup>th</sup> September, 2015**

**CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)  
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**Details of cleaning materials to be arranged**

<b>Sl. Nos.</b>	<b>Description of items</b>	<b>Unit</b>	<b>Monthly requirement (approximate)</b>
(i)	Phenyl (white) of any ISI approved make	Ltrs	20
(ii)	Liquid soap (Fem)	Ltrs	15
(iii)	Colin	Nos	10
(iv)	Teepol	Ltrs	20
(v)	Harpic/Sanifresh	Nos	20
(vi)	Vim powder	Kgs	10
(vii)	Odonil	Nos	40
(viii)	Urinal Cube	Pkt	10
(ix)	Room freshener of any ISI approved make	Nos	10
(x)	Wiper	Nos	10
(xi)	Hockey type brush	Nos	4
(xii)	Round brush(Hand brush)	Nos	4
(xiii)	Bucket 16 ltr	Nos	8
(xiv)	Plastic mug	Nos	8
(xv)	White duster(big)	Doz	24
(xvi)	Yellow duster (big)	Doz	12
(xvii)	Floor duster	Nos	24
(xviii)	Soft broom	Nos	10
(xix)	Hard broom	Nos	2
(xx)	Toilet tissue roll 2/3 ply (100 mtrs approx)	Nos	50
(xxi)	Steel wool	Doz	1
(xxii)	Plastic wool	Doz	1
(xxiii)	Surf	Kgs	5
(xxiv)	Desk control Mop	Nos	1
(xxv)	Any other items as may be required on time to time basis.		

**Annexure – II to NIT No. 2/1(7)/2015/Adm/CERC  
Dated the 15<sup>th</sup> September, 2015**

**CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)  
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**Details of tools/equipments to be provided**

<b>Sl. Nos.</b>	<b>Description of items</b>
(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 on time to time basis.



**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. Service Tax Registration No. \_\_\_\_\_
7. EPF Registration No. \_\_\_\_\_
8. ESI Registration No. \_\_\_\_\_
9. Labour Licence No. \_\_\_\_\_
10. **Earnest Money Deposit of ₹ 1,00,000/-**
  - 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)/2015/Adm/CERC dated the 15<sup>th</sup> September, 2015.**

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.

Dated: \_\_\_\_\_

**(Signature of the authorized signatory of the Firm)**

Full Name \_\_\_\_\_

Mob. No. \_\_\_\_\_

Company Seal \_\_\_\_\_

**List of Enclosures:**

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

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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. \_\_\_\_\_

<b>Sl. Nos.</b>	<b>Description</b>	<b>Rate quoted per month</b>	<b>Remarks (if any)</b>
(i)	House Keeping Boys (17) for 10 hrs per day of 26 days in month.		
(ii)	Pantry Boys (07) for 10 hrs per day of 26 days in month.		
(iii)	Plumber cum Messenger (01) for 8.00 hrs per day for 26 days in month.		
(iv)	Supervisor (02) for 10 hrs per day of 26 days in month.		
(v)	Messengers (11) for 8.00 hrs per day of 26 days in month.		
(vi)	Administrative charges/service charges of the service provider		
(vii)	Cost of cleaning materials		
<b>TOTAL</b>			

4. The rates quoted are exclusive of service tax. Tax applicable shall be payable by CERC in addition to the above rates quoted.
5. The rates quoted in the above table should be inclusive of contributions towards ESI, PF and Bonus etc. (if any). A working sheet with applicable Act, rules and regulations may be attached.
6. Administrative charges/service charges of the agency should be in percentage of the wages/remuneration of the employees deployed.

Dated: \_\_\_\_\_

**(Signature of the authorized signatory of the Firm)**

Full Name \_\_\_\_\_

Mob. No. \_\_\_\_\_

(Company Seal) \_\_\_\_\_