

SPMU/NRC/House Keeping/37/2014/Pt-I/7

Dated Guwahati the 8<sup>th</sup> of April, 2016

TENDER NOTICE FOR HIRING OF HOUSEKEEPING SERVICES  
FOR THE OFFICE OF THE STATE COORDINATOR, NATIONAL REGISTER OF CITIZENS  
ACHYUT PLAZA (1<sup>ST</sup> FLOOR), BHARALUPAR, BHANGAGARH- 05, ASSAM

ISSUED BY  
OFFICE OF THE STATE COORDINATOR, NRC, ASSAM

## SECTION I

### OFFICE OF THE STATE COORDINATOR, NRC, ASSAM

Tender no: SPMU/NRC/Housekeeping/37/2014/Pt-I/7

Guwahati dated the 8<sup>th</sup> April, 2016

Sealed quotations are hereby invited affixing court fee stamp worth Rs. 8.25 (Rs. Eight and Twenty Five Paise) only/- from reputed Agencies for providing 12 (twelve) nos. of Housekeeping Staff for the office of the State Coordinator, National Register of Citizens, Bhangagarh- 05, Assam. The period of contract will be for 12 months from the date of Contract which may be reduced or extended at the discretion of the Office. The Contract will be effective after signing of agreement with the Office.

#### Schedule to the invitation of Tender

1	Date of issue of Bid Document	10:30 hrs. of 09-04-2016
2	Time and last date of depositing Tender	14:00 hrs. of 29-04-2016
3	Time and date of opening of Qualifying Bid	16:00 hrs. of 29-04-2016
4	Place of opening Tender	O/o the State Coordinator, NRC, Achyut Plaza, Bharalupar, Bhangagarh, Assam

#### Service to be provided

Sl. No.	Service	Duration of Contract
1	Providing House Keeping Staff and Cleaning materials.	12 months (may be reduced or extended) from the date of award of Contract by the Office.

- Security Deposit: The Agency shall furnish as part of its Tender Bid an Earnest Money Deposit of ` **24,000/- (Rupees Twenty Four Thousand)** only in the form of Demand Draft issued by Nationalized Bank in India in favour of The State Coordinator, NRC, Assam payable at Guwahati with validity for 90 (ninety) days from the date of issue of Tender Document. The Security Deposit will be returned to unsuccessful Bidder within 30 (thirty) days from date of finalization of order. The Earnest Money Deposit of the selected Bidder shall be returned upon the Bidder signing the Contract.
- Intending eligible Bidders may obtain Bid Document from the Office of the State Coordinator, NRC, Achyut Plaza, Bharalupar, Bhangagarh, Assam on payment of ` **250/- (Rupees Two Hundred and Fifty)** only which is non refundable in the form of Demand Draft in favour of The State Coordinator, NRC, Assam payable at Guwahati with minimum 90 (ninety) days validity

from the date of issue of the Tender Document. The document can also be downloaded from the official website <http://nrcassam.nic.in>. In case of a downloaded form, the Bidder shall pay the fee of Rs. 250/- (Rupees Two Hundred and Fifty) only along with its Biding document in the form of a Demand Draft drawn on any Nationalized Bank of India in favour of the State Coordinator, NRC payable at Guwahati.

Sd/  
State Coordinator, NRC, Assam

SECTION II  
BID FORM

To,

The State Coordinator, NRC, Assam  
Achyut Plaza, Bharalupar, Bhangagarh, Ghy- 5, Assam

Dear Sir,

1. Having read the conditions of contract and services to be provided the receipt of which is hereby duly acknowledged, I/We, the undersigned, offer to provide 12 (twelve) nos. of manpower for Housekeeping purpose with the conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of this Tender Document.
2. We undertake to enter into Contract within (1) one week of being called upon to do so and bear all expenses including charges for stamps, etc. and the Contract will be binding on us.
3. If our Tender Document is accepted, we will obtain the guarantees of a Nationalized Bank for a sum as mentioned in Tender Document for due performance of the Contract.
4. We agree to abide by this Tender Document for a period of ninety (90) days from the date fixed for Tender opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.
5. Until an agreement is signed and executed, this Tender Document together with your written acceptance thereof in your notification of award shall constitute a binding Contract between us.
6. Tender Document submitted by us are properly sealed and prepared so as to prevent any subsequent replacement.
7. We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated this ..... day of ..... 2016.

Signature of: .....

Name: .....

In capacity of:.....

Address.....

.....

Office Seal

SECTION III  
BIDDER'S PROFILE

1. Name of the Agency: .....
2. Address of the Agency: .....
3. Telephone number:
  - a. Landline (with code): .....
  - b. Mobile number: .....
4. Date of establishment of the Agency (Proof of incorporation/inception of the Agency):
5. Copy of EPF detail (Yes/No):
6. Copy of ESI detail (Yes/No):
7. Copy of the PAN Card (Yes/No):
8. Service Tax registration number (Yes/No):
9. Details of Registration with Labour Commissioner for supply of manpower (Yes/No):
10. Any other relevant information:

I/We hereby declare that the information furnished above is true and correct. I am also attaching the certified copies of license/authorization documents claimed hereunder.

Place:.....

Date:.....

Signature of Bidder/Authorized signatory:.....

Name of the Bidder:.....

Seal of the Bidder

SECTION IV  
SCOPE OF WORK

1. Providing twelve (12) manpower for the purpose of Housekeeping Services at the Office of the State Coordinator, National Register of Citizens, Achyut Plaza, Behind HUB, Bharalupur, G.S. Road, Guwahati – 781005 and at the locations under the Office.
2. The job shall be carried out in the following premises:

Sl. No.	Name of the building/location	No. of Persons
1.	State Project Management Unit (SPMU), Achyut Plaza, 1 <sup>st</sup> and 2 <sup>nd</sup> Floor Bhangagarh	5
2	State Verification Cell (SVC), NRC, Bhangagarh	1
2.	Model Seva Kendra (MNSK), NRC Bamunimaidan	2
3.	Model Seva Kendra (MNSK), NRC, Zoo Road Tinali	2
4.	Model Seva Kendra (MNSK), NRC, Ganeshguri	2

3. The cleaning of office building shall include but not limited to:

Sl. No.	Description of Works	Periodicity
1.	Washing of Toilets, Wash Basins, Removal of waste materials, Cleaning of waste basket, etc.	Twice daily*
2.	Dusting, Sweeping of Entrance areas, Lifts, Staircases, Railings, Common Areas, etc.	Twice daily*
3	Floors, Window Glass Panes, Notice boards, Tables, Chairs, Computers, Conference Hall, Curtains, Sofas, Furniture, Telephone, dusting of racks/shelves, etc.	Twice daily*
4.	Providing Odonil, Napthalene balls, Washing Soap, Liquid soap, Liquid detergent to clean floors & toilets, spraying of room freshener, etc.	Twice daily*
5.	Providing clean hand towels in toilets	All days

\* The cleaning/other services shall not be limited to the periodicity as mentioned above. The bidder shall have to carry out cleaning/other services as and when directed by the office.

4. The essential Housekeeping works shall start at 7.30 a.m. and completed by 10.00 a.m. so that the office is clean by the time the office starts for the day. All services as mentioned under point 3 above shall have to be completed within the stipulated hours.
5. During the day hours, the cleaning/other services shall be repeated as mentioned above.
6. Duty Hours shall from 7.30 a.m. to 4 p.m (with a break of half an hour for lunch). Duty hours may, however be changed by the Office.
7. Out of the 6 housekeeping staff engaged for SPMU and SVC, duty hours of 1 housekeeping staff shall be from 12:00 noon to 8:00 p.m.
8. Housekeeping staff should be skilled in cleaning toilets neatly.
9. Among the Housekeeping staff, 1 shall be assigned as supervisor to oversee the cleanliness of the premises apart from doing regular works.

SECTION V  
TERMS AND CONDITIONS

1. Sealed tenders must be submitted in an envelope duly superscribing "Tender for House Keeping Services for the Office of the State Coordinator, NRC, Achyut Plaza, Bharalupar, Bhangagarh, Ghy- 5, Assam.
2. Unsealed/unsigned Tender Document shall not be considered for evaluation. Quotation without Earnest Money Deposit shall be summarily rejected.
3. Late/ delayed Tender due to any reason, whatsoever, will not be accepted/ considered under any circumstances.
4. Intending bidders may visit the place of work for assessing the nature and volume of work before quoting rates realistically.
5. The rate should be mentioned in figures as well as in words exclusive of taxes and levies in the financial bid document. The taxes and other levies, if any, should be indicated separately.
6. In normal circumstances, the period of contract shall be for a period of twelve (12) months subject to satisfactory performance of the Agency. The Office reserves the right to terminate the contract by giving one month's notice without assigning any reason thereof.
7. The Office shall not provide any cleaning material/machine/equipment for the cleaning work. All cleaning materials/machines/equipment shall be brought by the Agency.
8. The price of items for cleaning should be shown separately along with monthly bills as per Appendix III.
9. The Agency shall use standard cleaning materials of reputed brands only.
10. Office shall inspect brand quality of cleaning materials used by the Agency.
11. Attendance (time of arrival/departure) of the staff shall be maintained by the Agency and periodically checked by authorized person of the office. It is also binding for the House Keeping staff to put regular attendance at the time of entry and exit from office.
12. All statutory requirements regarding employment including payment of minimum wages to the House Keeping staff shall be strictly complied with by the hired Agency. Any default and consequences shall be the liability of the Agency.
13. The staff engaged by the Agency shall not cause any hindrance to functioning of office/officers while cleaning the premises.
14. The Agency shall be responsible for checking the character and antecedents of the staff deployed to the Office. Cost of any item, if proved to have been stolen/damaged by Housekeeping staff shall be deducted from the monthly bill of the Agency.
15. The name and complete addresses of the staff provided by the Agency to the Office shall be furnished by the Agency.
16. The Agency shall not replace House Keeping staff at random. This shall be done with prior knowledge of the Office. In the event of change of staff, full particulars of the new staff so deployed shall be given to the Office.
17. The staff shall be bound to observe all the directions issued by the Office concerning general discipline and behaviour. In case any staff employed by the Agency is inefficient, quarrelsome, infirm/invalid or indulges in unlawful activity or the like, penalty shall be imposed on the Agency as per Clause D of Section VIII. The Agency shall replace such staff immediately.



18. If such incidence occurs again, the Contract with the Agency is liable for termination.
19. The House Keeping staff deployed by the Agency shall be the staff of the Agency. The Agency shall bear all expenses in connection with the employment of the staff as per Wage Act/Labour rules, etc., applicable for deployment of such staff. The Office shall not be responsible financially or otherwise for any reason whatsoever to the staff.
20. The Agency shall not be permitted to transfer/assign his/her rights and obligations under the Contract to any other agency/organization/contractor.
21. In case of failure of the Agency to commence work or in the event of breach of any of the terms of the Contract, Performance Security of the Agency may be forfeited. The Office, after cancellation of the Contract, gets the work done through any other Agency for the remaining term of the Contract at the risk and costs of the Agency.
22. The Technical and Financial Bids will be opened separately. The Financial Bid submitted by the bidders shall be opened only after qualifying in technical bid.

SECTION VI  
ELIGIBILITY CONDITIONS

The interested Agency should meet the following criteria to be eligible for participating in the bid.

Sl. No.	ELIGIBILITY CONDITION	DOCUMENTS TO BE SUBMITTED
1	Submission of Earnest Money Deposit	The Applicant shall furnish as part of its Proposal, a Security Deposit of ` . 24,000.00 (Rupees Twenty Four Thousand) only in the form of a Demand Draft issued by one of the Nationalized Banks in India in favour of The State Coordinator, NRC, Assam payable at Guwahati with validity for 60 days from the date of issue of Tender Document. The Security Deposit will be returned to unsuccessful Applicants within Thirty (30) days from date of finalization of Order. The Security Deposit of the selected Applicant shall be returned upon the selected bidder signing the Contract.
2	Date of establishment of the Agency	Proof of incorporation/inception of the Agency
3	Average annual turnover for the last (3) three financial years should be not less than 3 lakhs per year.	Audited statement by Chartered Accountant for the Financial Years: 1) 2013-14, 2) 2014-15, 3) 2015-16
4	Labour License	Copy of the Labour License to be enclosed.
5	Service Tax Registration	Copy of the Service Tax Registration to be enclosed.
7	Pan Card	Self attested copy of the Pan Card to be enclosed.
8	ESI detail	Copy of the ESI to be enclosed.

9	EPF detail	Copy of the EPF to be enclosed.
10	Income Tax	Copy of Income Tax Certificate
11	Trade License	Copy of Trade License to be enclosed.
12	The Agency should have at least 5 years experience in providing manpower to Government Offices/ PSUs, etc. proof of which should be enclosed with the Technical Bid	Work Order issued by Govt. Office/ PSU
13	The bidder should not have been blacklisted by any State/ Central Government Office/ PSU, etc., in the past for breach of general or specific conditions of contract, fraudulent, unethical or corrupt business practices.	Declaration of same on the Letter Head of Agency.
14	Bidder's bank, its address and current account number:	Photocopy bank details.
15	Other Documents (to be submitted by the bidder along with the proposal)	<p>Non refundable court fee stamp of Rs.8.25 (Rupees Eight &amp;Paisa twenty five) only.</p> <p>Bid document fee of Rs 250.00/- in the form of Demand Draft/Bankers Cheque in favour of The State Coordinator, NRC, Assam payable at Guwahati.</p> <p>The bid document shall be signed by the proposer in all the pages with official seal.</p> <p>Any other information, which may be useful in the process of evaluation</p>

SECTION VII  
METHOD OF SELECTION

- The Office shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether documents have been properly signed and whether bids are generally in order.
- If there is discrepancy between words and figures, the amount in words shall prevail. Prior to detailed evaluation, the Office will determine the substantial responsiveness of each bid to the bid document. A substantially responsive bid is one which conforms to all the terms and conditions of Tender Document without deviation. A bid determined as substantially non-responsive will be rejected by the Office.
- A two-stage procedure will be adopted in evaluating the proposals: (i) technical evaluation, which will be carried out prior to opening any financial proposal and (ii) financial evaluation. Agency will be ranked using a combined technical and financial evaluation.

**1. TECHNICAL BID**

The Office will evaluate if the bidder comply with all the eligibility conditions given in Section V of the Tender Document. If the bidder ensures compliance to all eligibility conditions and furnish all documentary proof of the same, they would be considered for participation in the financial bid. Qualified technical bids shall only be considered for financial evaluation. The office shall notify the Agency the results of the technical evaluation and invite the qualified ones for financial bid opening. The price envelopes of others not qualified in technical bid will be returned unopened after completing the selection procedure.

**2. FINANCIAL BID**

The financial proposal shall consist of:

- Rate per person per month (taxes and duties, if, any, should be shown separately)
- Rate for cleaning items.
- In case the first ranked Agency fails to enter into Contract with the Office for whatever reason, the next Agency shall be called for negotiation.

**3. FORMAT FOR FINANCIAL BID IS GIVEN AT APPENDIX III.**

## SECTION VIII

### PENALTY

1. If the service of the Housekeeping staff engaged by the Agency is not upto the mark or to the satisfaction of the Office, the contract will be liable to be terminated on issuance of one month's notice by Office.
2. Other penalty that shall be levied and recoverable from the monthly rent are as under:

Sl. No.	Nature of default	Penalty (In Rs.)
A.	Late Reporting of Housekeeping Staff.	Rs. 200/- per day.
B.	In case of absent from duty, the First Party's failure to substitute Staff.	Rs. 500/- per day.
C.	Change of personnel without prior knowledge of Second Party.	Rs. 200/- per incident.
D.	Staff deployed by the First Party is inefficient, quarrelsome, infirm/invalid and/or indulged in unlawful activity or the likes.	Rs. 500/- per incident.
E.	Unavailability of cleaning materials etc.	Rs. 500/- per instance.

SECTION IX  
PAYMENT TERMS

1. Monthly bills shall be submitted in duplicate to the Office for necessary payment by the Office.
2. No advance shall be made to the Agency on any account.
3. The Agency should have the financial ability to run Housekeeping services for atleast 3 (three) months in case payments to the Agency is delayed by the Office.

SECTION X  
GENERAL CONDITIONS

**1. Amendment to bid document:**

At any time prior to the deadline for submission of Proposal, the Office may, for any reason, whether at its own initiative or in response to clarifications requested by an applicant, modify the Bid document by the issuance of Addendum/Amendment/Corrigendum and posting it on the official website.

In order to afford the Bidder a reasonable time for taking an amendment into account, or for any other reason, the Office may, in its sole discretion, extend the last date of submission.

**2. Bid Price**

The bidder shall quote as per price schedule given in financial bid for providing 12 (twelve) staff for Housekeeping and cleaning materials as per Appendix III.

The price quoted by the bidder shall remain fixed during entire period of contract & shall not be subject to variation on any account.

**3. Earnest Money Deposit**

- i. The Earnest Money Deposit of the selected Bidder shall be returned upon the Bidder signing the Agreement. Any Bid not accompanied by the Earnest Money Deposit shall be rejected by the Office as non-responsive.
- ii. The Office shall not be liable to pay any interest on the Security Deposit and the same shall be interest free.

**4. Earnest Money Deposit may be forfeited -**

- a) If bidder withdraws his bid during the period of bid validity specified by the bidder in the Bid form.
- b) If the successful bidder fails:
  - to sign contract within the timeframe as shall be notified
  - to furnish performance security.

**5. Performance Security**

The successful bidder shall be required to deposit an amount of **Rs. 60,000/- (Rupees Sixty Thousand)** only within 1 (one) week of conveying the Office's intention for accepting the bid as Performance Security in form of Bank Guarantee from Nationalized Bank till the expiry of the Contract.

**Performance Security** will be released after completion of bidder's performance obligations under the Contract.

If the bidder fails or neglects any of his obligations under the contract it shall be lawful for the Office to forfeit either whole or any part of performance security furnished by the bidder as compensation for any loss resulting from such failure.

## 6. Submission of bids

- i. The bids should be submitted duly sealed and addressed to the Office on or before 1400 hrs. of due date.
- ii. Any bid received after the dead line for submission of bids shall be rejected.
- iii. Method of preparation of bid:

Bid for each tender should be submitted in envelopes placed inside a main cover. These envelopes should contain the following;

ENVELOPE	MARKED ON THE COVER	CONTENTS OF ENVELOPE
First	Earnest Money Deposit	Containing Earnest Money Deposit (Rs. 24,000/- and the Cost of Tender Document (Rs. 250/-).
Second	Technical Bid	Containing documents establishing eligibility of the bidder to participate in the tender.
Third	Financial Bid	Rates duly quoted by the Bidder in the prescribed format.

- iv. On all these envelopes, the name of the Agency and document inside the envelope like 'Earnest Money Deposit' or 'Technical Bid' or 'Financial Bid' must be clearly mentioned and should be properly sealed (with sealing wax/packing PVC tape). These envelopes are to be placed inside an outer envelope and properly sealed (with sealing wax/Packing PVC tape). The Bids that are not submitted in above mentioned manner shall be summarily rejected.
- v. All envelopes (3 inner & one outer) must bear the following on the left hand top corner side:-



**TENDER FOR PROVIDING SERVICE OF MANPOWER FOR HOUSE KEEPING**  
**'NOT TO OPEN BEFORE (DUE DATE OF TENDER)'**  
**(Tender no.....)**

- vi. All envelopes (3 inner & one outer) must bear the full address of the tendering authority at the centre of envelope.
- vii. All envelopes (3 inner & one outer) must bear the full name and full address of the Bidder at the bottom left hand side corner of the envelope.

The Bid with conditions other than those specified in the Bid document is liable to be summarily rejected. No modification by the bidder in any of the conditions will be permitted after the Bid is opened.

**6. Bid opening**

The Office shall open bids in the presence of bidders or their authorized representative who wish to be present at the time of opening of bids on due date.

**7. Evaluation**

As explained in Section VI.

**8. Award of Contract**

The Office shall consider placement of letter of intent to the bidder whose offers have been found technically and financially acceptable. The bidder shall within 7 days submit response to the letter of intent give his/her acceptance along with performance security as per format given at Appendix II.

**9. Signing of Contract**

Signing of Agreement shall constitute the award of hiring contract on the bidder. Upon the successful bidder furnishing the Performance Security, the Office shall release its bid security.

**10. Annulment of Award**

Failure of the successful bidder to comply with the requirement of under the Scope of Work constitute sufficient ground for the annulment of the award and forfeiture of the bid & performance security in which event the Office may make the award to any other bidder at the discretion of the Office or call for new bids.

**10. Period of validity of bids**

The bid shall remain valid for 12 months from the award of contract. A bid valid for a shorter period shall be rejected by the Office as non-responsive. A bidder accepting the request of the Office for an extension to the period of bid validity will not be permitted to modify his bid.

## **11. Application**

Submission of bid against this offer shall bind the bidder for the acceptance of all the conditions specified herein unless otherwise agreed by the Office.

## **12. Arbitration**

In the event of any question, dispute or difference arising under the agreement or in connection there with (except as to matter the decision to which is specifically provided under this agreement), the same shall be referred to sole arbitration of the State Coordinator, NRC, Assam.

The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to aforesaid arbitration and conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

The venue of the arbitration proceeding shall be Office.

## SECTION XI

### SPECIAL CONDITIONS OF CONTRACT

1. In case the date fixed for opening of bids is subsequently declared as holiday, the revised schedule will be notified. However, in absence of such notification, the bids will be opened on next working day while the time and venue remaining unaltered.
2. Office reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contract entered into with the Office or any other Government Office.
3. Office reserves the right to blacklist a bidder for a suitable period in case the fails to honour his bid without sufficient ground.
4. The engagement and payment of wages to the staff is the sole responsibility of the bidder and any breach of such laws or regulations shall be deemed to be breach of this contract.
5. Office reserves the right to counter offer price against price quoted by the bidder as per the benchmarked price.

## APPENDIX I

### AGREEMENT FOR PROVIDING HOUSE KEEPING STAFF

This agreement is made on this .....day of ..... **2016** between .....  
(herein after called the First Party whose term includes its successors and assignees) whose registered office is at .....and between **the Office of the State Coordinator, NRC, Assam** (herein after called the Second Party).

The validity of this contract agreement will be for a period of .....from ..... **to** ..... This agreement can be terminated at any time on giving a written notice of one month from either side. The Office shall have the right to renew or discontinue this agreement on for a further period from the date of expiry thereof.

Now, these present witnesses and it is hereby agreed and declared by and between the parties to these present as followings:

The First Party shall comply with all the terms and conditions of the tender document which are integral parts of this agreement and also the following –

1. The First Party shall deposit an amount of Rs 60,000/- (Rupees Sixty Thousand) only within 1 week of receiving the Second Party's intention for accepting the offer as Performance Security in form of Bank Guarantee valid for 12 months. If the First Party fails or neglects any of his obligations under the contract, it shall be lawful for the Second Party to forfeit either whole or any part of performance security furnished by the bidder as compensation for any loss resulting from such failure.
2. The First Party shall provide the service of 12 (twelve) nos. of House Keeping staff and cleaning materials (as and when exhausted) to The Office of the National Register Citizens (NRC), Assam, Achyut Plaza, Behind HUB, Bharalupar, Bhangagarh, G.S. Road, Guwahati – 781005, Model Seva Kendras- Zoo Road Tinali, Ganeshguri, Bamunimaidan and the State Verification Cell at the rate of Rs.....The number of Housekeeping staff can be increased or decreased as per requirement.
3. The service of providing 12 (twelve) nos. of Housekeeping staff shall include the following services:

#### Place of Work and no. of persons:

Sl. No.	Name of the building & location	No. of Persons	Duty timings
1.	Achyut Plaza, Bhangagarh 1 <sup>st</sup> and 2 <sup>nd</sup> Floor	5	4 housekeepers should reach office by 7:30 a.m. while the remaining 1 housekeepers should reach office by 12:00 noon and leave by 8:00 p.m.
2	State Verification Cell, NRC, Bhangagarh	1	8:00 am to 4:00 p.m.

2.	Model Seva Kendra, NRC Bamunimaidan	2	8:00 am to 4:00 p.m.
3.	Model Seva Kendra, NRC, Ganeshguri	2	8:00 am to 4:00 p.m.
4.	Model Seva Kendra, NRC, Zoo Road Tinali	2	8:00 am to 4:00 p.m.

#### 4. Scope of works:

Sl. No.	Description of Works	Periodicity
1.	Washing of Toilets, Wash Basins, Removal of waste materials, Cleaning of waste basket, etc.	Twice daily*
2.	Dusting, Sweeping of Entrance areas, Lifts, Staircases, Railings, Common Areas, etc.	Twice daily*
3.	Floors, Window Glass Panes, Notice boards, Tables, Chairs, Computers, Conference Hall, Curtains, Sofas, Furniture, Telephone, dusting of racks/shelves, etc.	Twice daily*
4.	Providing Odonil, Napthalene balls, Washing Soap, Liquid soap, Liquid detergent to clean floors & toilets, spraying of room freshener, etc.	Twice daily*
5.	Providing clean hand towels in toilets	All days

\* The cleaning/other services shall not be limited to the periodicity as mentioned above. The bidder shall have to carry out cleaning/other services as and when directed by the office.

5. The essential House Keeping works shall start at 7.30 a.m. and completed by 10.00 a.m. so that the office is clean by the time the office starts.
6. Duty hours may, however, be changed by the Second Party.
7. Tax at source shall be deducted at the time of payment.
8. The Second Party shall not provide any cleaning material/machine/equipment for the cleaning works. All cleaning material/machine/equipment shall be brought by the First Party ensuring good quality of items.
9. The staff shall be bound to observe all the directions issued by the Second Party concerning general discipline and behaviour. In case any staff employed by the First Party is inefficient, quarrelsome, indulges in unlawful activity or the like, penalty shall be imposed as below:

Sl. No.	Nature of default	Penalty (In Rs.)
A.	Late Reporting of Housekeeping Staff.	Rs. 200/- per day.
B.	In case of absent from duty, the First Party's failure to substitute Staff.	Rs. 500/- per day.
C.	Change of personnel without prior knowledge of Second Party.	Rs. 200/- per incident.
D.	Staff deployed by the First Party is inefficient, quarrelsome, infirm/invalid and/or indulged in unlawful activity or the likes.	Rs. 500/- per incident.
E.	Unavailability of cleaning materials etc.	Rs. 500/- per instance.

10. The Second Party shall be free to ask the First Party to withdraw any particular person and without disclosing any reason for the same. The First Party has agreed to change that person as and when demanded by the Second Party.
11. The Housekeeping staff must report to duty strictly for specified hours, i.e., as mentioned under point 3 on all working days. The House keeping staff may be called on holidays and Sundays also the First Party shall have to comply.
12. The First Party shall be responsible for checking the character and antecedents of the staff deployed to the Second Party. Also, the first party should record all the recruitment formalities including police verification of the staff employed/ employable in this office. Cost of any item, if proved to have been stolen/damaged by any of the Housekeeping staff shall be deducted from the monthly bill of the First Party.
13. The Agreement can be terminated mutually by giving one month's notice to either party in writing to this effect.
14. In case of failure of the First Party to commence work or in the event of breach of any of the terms of the Contract, the Performance Security Deposit of the First Party shall be forfeited. Any sum of money due to the First Party under the Contract may retained by Second Party in such case. The Second Party, after cancellation of the Contract, get the work done through any other Agency for the remaining term of the Contract at the costs of the First Party.
15. The Housekeeping staff deployed by the First Party shall be the staff of the First Party. The First Party shall bear all expenses in connection with the employment of the staff as per Wage Act/Labour rules, etc., applicable for deployment of such staff. Second Party shall not be responsible financially or otherwise for any reason whatsoever.

**For and on behalf of Second Party**

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Date: \_\_\_\_\_

In the presence of Witness

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Date: \_\_\_\_\_

**For and on behalf of the First Party**

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Date: \_\_\_\_\_

In the presence of Witness

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Date: \_\_\_\_\_

## APPENDIX II

### BANK GUARANTEE FOR PERFORMANCE SECURITY

#### FORMAT FOR BANK GUARANTEE FOR PERFORMANCE SECURITY

#### UNCONDITIONAL AND IRREVOCABLE BANK GUARANTEE

Bank Guarantee No. \_\_\_\_\_ Dated \_\_\_\_\_

(Name of the Bank) \_\_\_\_\_

(Hereinafter referred to as the 'Bank')

#### Beneficiary of Bank Guarantee

State Coordinator, National Register of Citizens, Assam, Bhangagarh- 05, Guwahati.

#### Context of Bank Guarantee

Performance Security in pursuance of Section IX of the Contract Agreement dated \_\_\_\_\_ (hereinafter referred to as the 'Agreement'), executed between the State Coordinator, NRC, Assam (hereinafter referred to as the 'Office') and \_\_\_\_\_ (hereinafter referred to as "Bidder") for providing 12 (twelve) Housekeeping staff at the Office of State Coordinator, NRC, Assam. The Office (hereinafter referred to as the "Work or Services"), however, such context of the Bank Guarantee or reference to the Agreement in this Bank Guarantee shall in no manner be relied upon at any stage or adversely affect or dilute the unconditional and irrevocable nature of this Bank Guarantee.

#### Operative part of the Bank Guarantee

At the request of the Bidder, we \_\_\_\_\_, (name and address of the bank), (hereinafter referred to as the 'Bank'), do hereby unconditionally and irrevocably affirm to undertake that we are the Guarantor and are responsible to the Office, i.e., the beneficiary on behalf of the Bidder, upto a total sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only, such sum being payable by us to the Office immediately upon receipt of first written demand from the Office.

We unconditionally and irrevocably undertake to pay to the Office on an immediate basis, upon receipt of first written demand from the Office and without any cavil or argument or delaying tactics or reference by us to the Bidder and without any need for the Office to convey to us any reasons for invocation of the Guarantee or to prove the failure to perform the Services as per requirements on the part of the Bidder or to show ground or reasons for the demand or the sum specified therein, the entire sum or sums within the limits of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only).

We hereby waive the necessity of the Office to demand the said amount from the Bidder first prior to serving a Demand Notice upon us for the encashment of this Bank Guarantee amount.



We further agree and affirm that no change or addition to or other modification to the terms of the Agreement, shall in any way release us from any liability under this unconditional and irrevocable Guarantee and we hereby waive notice of any such change, addition or modification. We further agree with the Office that the Office shall be the sole and the exclusive judge to determine that whether or not any sum or sums are due and payable to him by the Bidder, which are recoverable by the Office by invocation of this Guarantee.

This Guarantee will not be discharged due to the change in constitution of the Bank or the Bidder. We undertake not to withdraw or revoke this Guarantee during its currency/validity period, except with the previous written consent of the Office.

We unconditionally and irrevocably undertake to pay to the Office any amount so demanded not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) notwithstanding any disputes raised by the Bidder or anyone else in any suit or proceedings before any arbitrator, court, tribunal or other authority, our liability under this Guarantee being absolute, unconditional and unequivocal. The payment so made by us under this Guarantee to the Office, shall be valid discharge of our liability for payment under this Guarantee and the Bidder shall have no claim against us for making such payment.

This unconditional and irrevocable Guarantee shall remain in full force and effect and shall remain valid until \_\_\_\_\_.

Notwithstanding any clause contained herein:

Our liability under this Bank Guarantee shall not exceed Indian Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only.

This unconditional and irrevocable Bank Guarantee shall be effectively valid from \_\_\_\_\_ to \_\_\_\_\_.

We are liable to pay the guaranteed amount or any part thereof under this unconditional and irrevocable Bank Guarantee only and only if the Office serves upon us a written claim or demand on or before \_\_\_\_\_.

Authorized Signatory  
For Bank

Notes: 1. The Bank Guarantee should contain the name, designation and Code number of the Officer(s) signing the Guarantee.

2. The address, telephone no. and other details of the Head office of the Bank as well as the issuing Branch should be mentioned on the covering letter of the issuing Branch.

**APPENDIX III**

**FINANCIAL BID**

**SCHEDULE OF CHARGES**

**A.**

<b>Sl. No.</b>	<b>Particular of Service</b>	<b>Rate per person</b>	<b>Applicable taxes &amp; duties</b>	<b>Total (including taxes &amp; duties)</b>
1.	House Keeping			

**B. Rate quoted for cleaning materials for House Keeping.**

<b>Sl. No.</b>	<b>Cleaning item</b>	<b>Brand</b>	<b>Monthly Requirement</b>	<b>Unit Cost</b>	<b>Total Cost</b>