

**RURAL ELECTRIFICATION CORPORATION LIMITED
(A GOVERNMENT OF INDIA UNDERTAKING)
NEW DELHI**

**TENDER DOCUMENT
(TECHNICAL & FINANCIAL)
BID**

FOR

**HOUSE KEEPING AND ALLIED SERVICES AND PEST CONTROL OF REC
OFFICE AT SCOPE COMPLEX & SECOND FLOOR (ROOM NO. 215 TO 220),
THIRD FLOOR (ROOM NO. 301 YO 305 & 311) PALIKA BHAVAN, R.K. PURAM,
AND PEST CONTROL SERVICES OF 3 NOS. OF FLATS IN ASIAN GAMES
VILLAGE COMPLEX, NEW DELHI**



**RURAL ELECTRIFICATION CORPORATION LIMITED
(A GOVERNMENT OF INDIA ENTERPRISE)**

**Core-IV, Scope Complex,
7 Lodi Road, New Delhi-110003
Tel: 24365371/FAX: 24360644**

No.REC/Admn.I/3/5/2008 (To check)

Dated:

To

SUB: HOUSE KEEPING AND ALLIED SERVICES AND PEST CONTROL OF REC OFFICE AT SCOPE COMPLEX & SECOND FLOOR (ROOM NO. 215 TO 220), THIRD FLOOR (ROOM NO. 301 TO 305 & 311) PALIKA BHAVAN, R.K. PURAM, AND PEST CONTROL SERVICES OF 3 NOS. OF FLATS IN ASIAN GAMES VILLAGE COMPLEX, NEW DELHI

Sir,

1.0 The work relating to cleaning, housekeeping and pest control of the Corporation Office premises at Core-4, SCOPE Complex with an approximate area of 54,000 sq.ft. and and Second Floor (Room No. 215 to 220), Third Floor (Room No. 301 to 305 and 311) Palika Bhavan, R.K.Puram and Pest Control services of 3 No. Residential Flats at Asiad village is proposed to be done through reputed agencies using mechanized equipments and gadgets on monthly lump-sum payment basis w.e.f. 1.12.2008 and tenders are invited for the same.

2.0 The NIT document containing Scope of work, General terms and conditions of contract, Special conditions of contract, Schedule of quantity are being enclosed for reference.

3.0 Qualifying Criteria (Technical and Financial):

- i) The firm should be registered with PF authorities and should have EPF code no..
- ii) Should comply with labour laws / guidelines being issued by Govt. from time to time.
If the applicant is NGO then it should submit PF exemption certificate and exemption from other labour laws as required.
- iii) Bidder should have at least five years experience in providing housekeeping services and other services as detailed in the scope of work and must have experience of working with at least 2 Govt. organizations/PSUs.(list of PSUs to be enclosed).
- iv) The bidder should submit income tax return of the last three years.
- v) Bidder should submit satisfactory service certificate from existing clients of the value (to be filled by indentor).
- vi) Annual turnover of the Bidder should not be less than Rs.2.5 crores for the last 3 years.
- vii) Bidder should be a profit making organization. This condition may not apply for NGO/not for profit organisation.

- viii) Bidder should be registered with Service Tax Authorities and should have Service Tax Registration number covering the services (House Keeping).
- ix) Other particulars if any asked for

Note: Bids not meeting the qualifying criteria shall be rejected

4.0 Instruction to Bidders

The offers/quotation shall be submitted in two parts. First part will consist of Technical Bid and Second part will consist of Financial Bid. The Technical bid and the Financial Bid shall be placed together in another sealed envelope duly superscribed as “**Composite Bid for Housekeeping Services of REC**”.

4.1 Technical Bid:

This shall be placed in a separate sealed envelope duly superscribed as “**Technical bid for Housekeeping Service**” and shall contain information detailed in the “Details of Applicant” along with Earnest Money of Rs. 20,000/- (Rs. Twenty thousand only) through Bank Draft from Schedule Bank in favour of “Rural Electrification Corporation Ltd.” The Bidders are also requested to submit signed copy of **Annexure I, II & III** containing Scope of work, General terms and conditions of contract and Special terms and conditions of contract etc.

4.2 Financial Bid

Financial Bid shall be as per Appendix III and placed in a separate sealed envelope duly superscribed as “**Financial Bid for Housekeeping Service**”.

4.3 Incomplete offers/quotations, or offers received without Technical and/or Financial Bids or Earnest Money will be rejected.

4.4 All corrections and alterations in the entries of tender papers will be signed in full by the Bidder with date. No erasing or over-writings are permissible.

Other Terms of NIT:

4.5 The Bidder should inspect the site before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof. Tender must be submitted in original and without making any additions, alternations, and as per details given in other clauses given hereunder. The requisite details shall be filled in by the Bidder in the Tender Document wherever required. The rates shall be filled in the schedule of quantity in the tender document.

4.6 Earnest money will be forfeited if the contractor fails to commence the work as per letter of award. If any Bidder withdraws this tender within the validity period or makes any modification in terms and conditions of the tender which are not acceptable to the Corporation, then “**RURAL ELECTRIFICATION CORPORATION LTD**” shall without prejudice to any right or remedy, be at liberty to forfeit the Earnest Money absolutely. You are requested to study thoroughly all the terms and conditions contained therein before submitting your comprehensive offer/quotation.

4.7 The Bidder should enclose documents to show that he has previous experience in having successfully executing similar housekeeping jobs in Govt. / PSU organizations. Firm should submit list and proof of job orders.

4.8 Tender submitted by Bidder shall remain valid for acceptance for a period of three months (90 days) from the date of opening of tender. The Bidder shall not be entitled during the said period of 3 months, without the written consent of owner in writing to revoke or cancel his tender or to vary any term thereof. In case the Bidder removes or cancels his tender or varies any terms in regard thereof without the prior consent of REC in writing, the Earnest money paid by him along with tender will be forfeited. Canvassing in connection with the tenders is prohibited and the tenders submitted by the Bidder who resort to canvassing are liable for rejection.

4.9 The right to accept or reject or split the tenders rests with REC. REC, however, does not bind itself to accept the lowest tender and reserves to itself the authority to reject any or all the tenders received without assigning any reason. The whole work may be split up between two or more contractors or accepted in part and not entirely if considered expedient. Tenders in which any of the particulars or prescribed information is missing or are incomplete in any respect or the prescribed conditions are not fulfilled are liable to be rejected. Tenders containing any additional conditions as remains are liable to be rejected.

4.10 Duration of contract shall be initially for one year. However, based upon the performance of the firm the contract can be extended for one more year on same terms and conditions in one or two spells.

4.11 The last date for submitting the tender documents, sealed and complete in all respects is **27.12.2008** upto 3.00 PM at REC Office reception. Technical Bids will be opened at 3.30 PM on the same day in the presence of the bidders who opt to be present. Technical Bids will be opened first and evaluated. Financial bids of only those firms which qualify technically shall only be opened. Offers/Quotations received after the specified due date/time will not be considered.

Yours faithfully,

(J.S.PAL)
Chief Manager (Admn.)
Ph:24365371

Details of Applicant Company

20. Name of the firm/Company:
2. Address of the firm/Company with Telephone no. and E-mail
3. Year of Establishment:
4. Each year Turn over of the company for the last 3 Financial years (Enclose certificate/audited Profit & Loss accounts) (**This should be not less than 2.5 Crores per annum**)
5. PAN No.
6. Copy of the ITR and balance sheet and Profit and Loss Accounts for last 3 financial years
7. Status: Proprietorship/Partnership/Pvt. Ltd./ Public Limited/Any other (Please Specify)
8. Profiles of the owners
9. Since when undertaking is registered in the business of Housekeeping service(year):
10. Manpower employed (Nos.):
11. EPF/ESI/Service Tax Details (Please attach photocopies of valid Registration).
12. Has the applicant ever been required to suspend the project after commencement of work ?
If so give the name of the project and reasons of suspension of project.
13. Has the applicant/ the Company, ever been debarred/blacklisted in any Organization at any time? If so, given details.
14. Has the applicant ever been convicted by a court of law? If so give details
15. Details of any litigation in which the applicant was involved.
16. Details of the employees to be employed and their Police verification (please attach photocopies of documents)
17. Whether uniform is issued to workers
18. List of Clients
(please attach list of clients serviced and photocopies of work orders of PSUs and certificates from existing clients regarding satisfactory work done).
19. Details of gadgets/equipments/tools owned and proposed to be used for House keeping services in REC (As per format at Appendix – I and II)
20. Whether ISO certified. If so enclose the copy of relevant certificate

21. EMD Details

22. Any other information considered necessary but not included above

Certified that the information given above is true and correct to the best of my knowledge and belief.

Place:

Signature with Rubber Stamp of the firm

Date:

(TO BE SENT IN A SEPARATE SEALED COVER)

From:

To

The Chief Manger (Admn.)
Rural Electrification Corporation
SCOPE Complex, Core 4
New Delhi-3

Sub: Housekeeping Services & Allied services Pest Control of REC offices at Core-4 SCOPE Complex & Second Floor (Room No. 215 to 220), third Floor (Room No. 301 to 305 & 311) at Palika Bhavan, R.K. Puram, New Delhi & Pest Control Services of 3 Nos. Flats at Asian Games Village Complex, New Delhi

Sir,

Find enclosed my application for providing House Keeping services and allied services (sweeping, cleaning, dusting, pest control etc.) at REC Office at Core 4, SCOPE Complex & Second Floor (Room No. 215 to 220), Third Floor(Room No. 301 to 305 & 311) at Palika Bhavan, R.K. Puram, New Delhi & Pest Control Services of 3 Nos. Flats at Asian Games Village Complex, New Delhi in accordance with Notice inviting Tender(NIT), Scope of work, General Conditions of Contract, Special conditions of contract and other documents and papers as detailed in the tender documents:

1. I/We certify that I/we do not have any near-relations working in REC.
2. I/We agree to pay the Earnest money and Security deposit and accept the terms and conditions laid down in this respect as under:
3. Should this letter be accepted. I/we hereby agree to abide by and fulfill all terms and conditions referred in Tender Documents and in default thereof to forfeit and pay to the owner or its successors or its authorized nominees such sums of money as are stipulated in conditions contained in the Tender Documents
4. The annual turn over of our firm is Rs..... crores.

I/We hereby pay the Earnest money of Rs...../-.(Rs..... only) by Demand Draft No. _____ dated _____ drawn on _____ Bank in favour of Rural Electrification Corporation Ltd., New Delhi.

If I/We fail to commence the work specified in the tender documents, or I/we fail to deposit the amount of Security Deposit specified in the documents, I/we agree that REC shall be at liberty to forfeit the said earnest money/security deposit specified in the tender documents. The said owner shall also be at liberty to cancel the notice of acceptance of tender, if/we fail to deposit the security amount as aforesaid or to execute an agreement or to start work as stipulated in Tender Documents.

Dated: the ____ day of

Signature of Tenderer with the seal of the firm.

HOUSE KEEPING AND ALLIED SERVICES AND PEST CONTROL OF REC OFFICE AT SCOPE COMPLEX & SECOND FLOOR (ROOM NO. 215 TO 220), THIRD FLOOR (ROOM NO. 301 YO 305 & 311) PALIKA BHAVAN, R.K. PURAM, AND PEST CONTROL SERVICES OF 3 NOS. OF FLATS IN ASIAN GAMES VILLAGE COMPLEX, NEW DELHI

SCOPE OF WORK

1.0 REC desires to have the services from an Agency having expertise and experience in House Keeping and allied jobs for keeping REC office premises at Core-4, SCOPE Complex, Lodhi Road, New Delhi-110003& Second Floor (Room No. 215 to 220), Third Floor(Room No. 301 to 305 & 311) at Palika Bhavan, R.K. Puram, New Delhi & Pest Control Services 2500 sq. ft of 3 Nos. Flats at Asian Games Village Complex, New Delhi having total area of approx. 54,000 sq. ft. clean. The services are intended for providing hygienic conditions creating congenial environment in the premises.

Broad details of the scope of work :

- a) Cleaning, sweeping moping and wiping of floors, staircase on daily basis including Saturdays or as required by Officer-In-charge by 9 a.m. Carpet surface to be thoroughly cleaned with soft brush daily and by vacuum cleaner as and when required as per directions of Officer- In-charge. The daily cleaning jobs should be over by 9.00 AM in the morning.
- b) Continuous moping to be done at reception floor and other floors during office hours (9.30 AM to 6.00PM)
- c) Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.
- d) Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
- e) Lifting, carrying and disposing the dead birds animals, rats, insects etc. if found in and around the office building.
- f) Clearing of any choking's in the drainages, manholes etc.
- g) removal of beehives and cobwebs/honey webs from the office building and its premises.
- h) Cleaning and sweeping of open area including balconies and roof tops with brooms.
- i) Maintenance of lawns & surroundings, cutting of hedges, cutting/shaping of plants by mali and removal of garbage at three REC's residential flats at Asian Games Village Complex, New Delhi
- i) removal of beehives and cobwebs/honey webs from the office building and its premises.
- j) The firm shall also be responsible for pest control in the office and shall carry out sprays etc. minimum once in a month. The insecticides and pesticides should be sufficient enough to take care of Mosquitoes, Cockroach, Silver fish, crawling insects at library and carpeted rooms, rats etc. The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation more than once in a month.

Tentative number of man days required

In order to provide house keeping services, the firm has to deploy the following work force each month:

- 1) House Keepers 16
- 2) Plumber - 1
- 3) Carpenter - 1
- 4) Electrician - 2
- 5) Telecom technician - 2
- 6) Mali (Gardener) - 1
- 7) Supervisor 1

2.0 WORK TO BE CARRIED OUT DAILY

- i) Cleaning of general toilets at least thrice daily (at 8.30 AM , 12.00 Noon & 3..30 PM) with phenol and detergent etc and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing system of all toilets are to be checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- ii) Cleaning of attached toilets with phenol, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purifier, toilet rolls/paper rolls and liquid soap are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- iii) Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.
- iv) Cleaning & moping of pantries and electrical rooms once in a day during office hours.
- v) Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, ashtray, cupboards, air conditioners, filing almirahs, cabinets, glass pans, typewriters, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.
- vi) Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.
- vii) Cleaning of carpets by soft brush.
- viii) To clean glass panes on doors, windows & partitions with soap/cleaning agent.
- ix) Cleaning of chokage in sewer and pumping lines within premises as and when required.
- x) Cleaning gulley trap and manholes within Core-4, SCOPE Complex, Lodhi Road, New Delhi-003 and surrounding of 3 residential flats at Khel Gaon, New Delhi premises as and when required.
- xi) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
- xii) Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
- xiii) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
- xiv) Cleaning of carpets in rooms by vacuum cleaners.

- xv) Cleaning of lift walls with silver/brass liquid cleaner.
- xvi) Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.
- xvii) Spray of scented Mosquito and cockroach killer on all floors as and when required. Mosquito/cockroach killers shall be of ISI mark. Special scented purifiers shall be sprayed at least twice daily in all rooms, cabins, bathrooms, reception conference halls lifts lobby, lifts etc.
- xviii) Maintenance of lawns & surroundings, cutting of hedges, cutting / shaping of plants by mali and removal of garbage at three REC's residential flats at Asian Games Village Complex, New Delhi

3.0 JOBS TO BE CARRIED OUT WEEKLY:

- i) Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper/scrubbing machine to be used at least once in a week.
- ii) Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherite upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality.
- iii) Cleaning of brass letters by brasso (polish).

4.0 JOBS TO BE CARRIED OUT FORTNIGHTLY:

- i) Polishing of brass items with approved brass cleaning material.
- ii) Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.
- iii) Dusting of false ceiling etc. with soft broom and cloth.
- iv) Cleaning of sofa sets with soap water/ vacuum cleaners.
- v) Washing and cleaning of driveways, parking areas and roads within the office premises.
- vi) Lift lobby and all toilets floors and other areas, as may be directed by Officer In-charge, shall be cleaned with floor scrubbing machine.

5.0 JOBS TO BE CARRIED OUT ON MONTHLY BASIS:

5.1 All floors in common area floors including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After pcleaning the floors with soap and water the floors shall be properly polished with wax polish.

5.2 Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In-charge.

6.0 PROCEDURE FOR EXECUTION OF WORK:

6.1 All the stains on walls as well as floor of toilets, corridors, rooms including glass panes, stair cases, lift lobby passage/walkway etc. shall be removed by scrubbing with brush and by suitable acid/chemical wherever required by Officer-In-Charge.

6.2 Carpets shall be cleaned with soft brush and with vacuum cleaners as mentioned herein above.

6.3 Schedule of content of each part of the jobs to be carried out daily has been given as per Schedule-I. Brass items shall be cleaned with dry cloth before polishing of items. Approved quality cleaning material (Brasso) shall be applied and rubbed, till surface shines and the spots are removed effectively.

6.4 First dirt shall be removed from the floor then the floor shall be cleaned with plain water. After that soap water solution of proper strength shall be spread on the floor and rubbed by Mechanical scrubbers. Wherever it is not possible to rub with mechanical scrubbers hand brush shall be used to clean the floor. After sufficient scrubbing the floor shall be properly washed with plain water and dried with cloth.

6.5 Carpet shall be cleaned with proper vacuum cleaner to the satisfaction of Officer-In-Charge without damaging the texture/surface body of the carpet.

6.6 Performa of content of each part of the jobs to be carried out weekly has been given as per **Schedule-I**.

6.7 All the rooms having no carpet shall also be cleaned thoroughly with soap and water.

6.8 All projections/balconies shall also be cleaned thoroughly. Also the opening of choked drains wherever required shall be taken up.

6.9 Finally wax polish shall be applied on floor and rubbed thoroughly to leave the floor dry and shining.

6.10 Performa of content of each part of the jobs to be carried out fortnightly has been given as per **Schedule-II**. (To be prepared by Indentor)

6.11 All windows, their glasses, doors and its glasses and their knobs shall be cleaned and kept free from stains and spots, venetian blinds are to be cleaned with feather brushes daily and weekly/fortnightly vacuum cleaned. The name plates and brass ware are to be polished and brasso once in every week/fortnight as given on pre page.

6.12 The dustbins and ash trays are to be emptied daily, cleaned and washed once in every 15 days. Buckets and Mugs to be cleaned with soap and water every fortnightly. Chinaware to be cleaned daily. It shall be acid cleaned/harpick used every 3rd (third) day without fail. Bathrooms and chinaware shall be cleaned before 0900 hrs. and at 1400 hrs. daily. Sweeping(wet and is to be dried) of bathrooms be carried out four(4) times daily, before 0900 hrs., 1230 hrs, 1400 hrs. and 16.00 hrs.

6.13 Vacuum cleaning of sofa sets and other furniture items will be carried out by your staff periodically every fortnight. However, all carpets shall be vacuum cleaned every week. Telephone computers, FAX to be cleaned with wet cloth every fortnight (on a Saturday) and by dry cloth daily

6.14 Proper dusting of all the office premises, corridors and table fixtures have to be done daily and perfectly. Fan, tube lights and fixtures, false ceiling/ceiling roof and walls to be dusted with broom or vacuum cleaned, including doors, panels, fixtures etc. cleaned every fortnightly.

7.0 PROVIDING WORKFORCE;

7.1 The agency has to provide workforce in sufficient numbers to maintain the buildings as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Officer-In-Charge.

7.2 Cleaning activity shall start in the morning at 7.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.00 AM. After 9.00AM and upto 4.30PM Staff may be maintained as to provide continuous services as mentioned above. No. of Workers/Safaiwalas during this time shall be sufficient for continuous moping/cleaning of reception/lift lobby/staircase/common areas/pantry/lifts etc. so as to maintain and ensure high standard of cleaning as per the satisfaction and direction of the Officer-In-Charge.

7.3 The firm shall provide a well qualified person/graduate for supervision work. The no.of workers/technicians etc. shall be as per Clause I(j) of the scope of work. The agency shall not engage in connection with the works any person who has not completed eighteen years of age.

8.0 SUPPLY OF MATERIAL AND CONSUMABLES:

8.1 All materials/consumables other related items as listed in **Appendix-I** is to be provided by the Agency has to be of ISI marked or in conformity with the specification/makes keeping in view good quality/standard after discussion and finalization with Officer-In-Charge. The firm shall assess the quantity of consumables to be used at REC premises (SCOPE Complex, Palika Bhavan and Flats in Asian Games Village Complex) and supply them in advance and store them at REC on fortnightly basis. The stores are to be replenished at least 5 days in advance. The material shall be stored in double lock system. One key shall be held by REC building Supervisors and other key shall be held by Agency Supervisor and Consumables shall be issued every morning in presence of REC Supervisor.

8.2 REC on the basis of experience has also accessed certain minimum quantity of consumables required. The quantity of supplied items in no way shall be less than those items given at Appendix-I. Items consumed over and above the quantity in Appendix-I shall also be supplied by the firm with no extra cost.

9.0 TOOLS, PLANTS & EQUIPMENTS

The agency shall arrange at his own expense all necessary materials, tools, plants and equipments (hereinafter referred to as T&P) required for execution of work. The agency shall be required to keep and use at least one (1) no. Industrial Mechanical Scrubbing machine and two (2) nos. Vacuum cleaners in good working condition (one ordinary and one industrial) and trolleys mounted with twin tray/container for storing phenyl and plain water for moping. A list of Tools and Tackles are given at **Appendix-II**.

GENERAL CONDITIONS OF CONTRACT

1.0 Period of the Contract

The contract will be awarded initially for a period of one year with a provision for extension for another year at the sole discretion of REC in one/two spells

Signing of the Contract

The successful tenderer shall be required to execute an Agreement with REC within 10 days of the award of work on non-judicial stamp paper of appropriate value. In the event of failure on the part of the successful tenderer to sign the agreement within the above stipulated period, the earnest money or his initial security deposit will be forfeited and the acceptance of the tender shall be considered as cancelled. The cost of stamp paper shall be borne by the tenderer.

2.0 Security Deposit

Security deposit shall be equivalent to 10% of the value of contract and shall be deposited by the contractor through demand draft in favour of Rural Electrification Corporation, New Delhi within 10 days from the date of the receipt of acceptance of tender. Earnest money of successful tenderer shall be adjusted against security deposit. Security deposit shall be refunded after satisfactory performance of contract or termination of contract. No interest shall be payable by the company on the amount of security deposit.

3.0 Commencement of work

The work covered by this contract shall be commenced within 10 days from the date of award of work.

4.0 Forfeiture of Security Deposit

Whenever any claim against the contract for the payment or a sum of money arises out of or under the contract, the owner shall be entitled to recover such sum by appropriating in part or whole, the security deposit being insufficient then the balance of the total sum recoverable, as the case may be, shall be deducted from any sum found due or which at any time thereafter may become due to the contractor. The contractor shall pay forthwith to the owner on demand any balance remaining due.

5.0 Owner not bound by Personal Representations

The contractor shall not be entitled to any increase in the schedule of rates or any other right or claim whatsoever by reasons of any representation, explanation or statement or alleged representation, promise or guarantee given or alleged to have been given to him by any person.

6.0 Sub-Letting of Work

No part of the contract nor any share of interest therein shall in any manner or degree be transferred, assigned or sublet by the contractor directly or indirectly to any person, firm or Corporation whatsoever without the prior consent in writing of owner.

7.0 Payment of Claim and Damages

Should the owner have to pay any money in respect of any claim or demand from any of the statutory authority as aforesaid, the amount will be reimbursed by the contractor and the contractor shall not dispute or question the right of the owner to make such payments notwithstanding the fact that the same may have been made without his consent or authority or in law or otherwise to the contrary.

8.0 Safety Regulations

In respect of all labour directly or indirectly employed in the work for the performance of the contractor's part of this agreement, the contractor shall at his own expense arrange for all the safety provisions as per the safety codes applicable.

9.0 Settlement of dispute and Arbitration:

9.1 In the event of any dispute or difference whatsoever arising under this contract or in connection therewith including any dispute relating to existing meaning and interpretation of this contract, the same shall be settled amicably in the first instance. All unresolved disputes/difference shall referred to the sole arbitrator to be appointed by the Chairman and Managing Director of the Rural Electrification Corporation Limited, New Delhi. The Arbitration shall be conducted in accordance with the provisions of the Arbitration & Conciliation Act, 1996. The venue of Arbitration shall be New Delhi. The cost of arbitration shall be shared equally by the parties. The Arbitrators fee and Arbitration Proceedings shall be regulated as per Arbitration and Conciliation Act, 1996.

9.2 There will be no objection that the Arbitrator is a person who has dealt with the matters to which the contract relates and/or in the course of his duties he has expressed any view on any matters in dispute or differences.

9.3 The arbitrator shall give speaking and reasoned award with respect to the dispute referred to him by either of the parties. The award of the Arbitrator shall be final and binding on the parties.

9.4 The Courts of New Delhi will have exclusive Jurisdiction to try all the matters arising out of the said Arbitration.

10.0 Implementation of Labour laws

10.1 The contractor shall recruit his own workers for all the necessary work at his risk and cost and shall be responsible for fulfilling all the statutory provisions of Contract Labour (Regulation and Abolition) Act, 1970, Minimum Wages Act, Gratuity Act, Industrial Dispute Act, 1947, Employees Provident Fund Act 1952, Shops and Commercial Establishment Act, Workmen's Compensation Act, ESI Act, leave and all other labour and industrial enactments which may come into force from time to time in respect of all workmen employed by him. If due to any reasons, whatsoever, the Company is made liable in respect of the above, the contractor shall indemnify the Company and all such encumbrance, Loss (es) suffered by the company shall be recoverable from the dues payable by the company to the contractor. Contractor shall submit proof of submission of statutory dues of employees to concerned department.

10.2 The contractor shall at all times indemnify and keep indemnified the company and its officers, servants and agents from and against all third party claims whatsoever including but not limited to property losses/damages, personal accident, injury or death of/to property of persons of any sub-contractor and/or servants or agents of the contractor and/or the Company) and the contractor shall at his own cost and initiatives at all times during the period of the contract work within the time specified, maintain

insurance policies in respect of Insurance Act and/or other Industrial Legislation from time to time. In force in India with Insurance Company (ies) approved by the Company and such policies shall be of not lessor limits as specified by the Company required under the relevant Act. REC shall have no liability whatsoever concerning contractor's employees

10.3 The contractor on award of the job shall be responsible to submit the provident fund Code No. allotted by Commissioner PF at Delhi with copies of documents immediately on receipt of the work order and shall clear the dues regularly thereafter. In case the contractor fails to submit the PF Code No. within time, the contract will be liable to terminated. The contractor shall maintain all registers required under various acts which may be inspected by the Company as well as appropriate authorities.

10.4 Persons deployed by contractor shall have no right to seek employment or other rights in REC.

11.0 FORCE MAJEURE:

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the CONTRACT, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts.

The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire directly affecting the performance of the CONTRACT, Flood and Acts and Regulations of respective government of the two parties, namely REC and the CONTRACTOR.

Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 72 hours of the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, REC shall have the option of canceling the CONTRACT in whole or part at his discretion without any liability at his part.

Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

12.0 Other Conditions

12.1 The workmen engaged by the agency (contractor) shall generally use the stairs / common lifts.

- 12.2 The agency shall make arrangements to identify each of his workmen at the security point while entering the premises before resuming work and while departure after completing each day work. However, they are liable to be checked at any time during their work and any where within the premises by the concerned authorities. The security personnel are authorized to check the belongings of the workmen while entering and departure as security measures.
- 12.3 Agency shall be held responsible in case any of his workers creates unwanted situation, unnecessarily shouts, raises slogans against any officer/person within the office premises or within 200 Mts. of office premises of REC's or employee residence at any time during the currency of the job order. This act shall be considered as breach of the job assignment and shall be dealt with by Officer-In Charge as may be deemed fit at his sole discretion. Agency shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
- 12.4 The contractor shall be responsible for the safe custody of all the items, if any, provided to the contractor. Any loss or breakage of these items shall be required or replaced at the cost and responsibility of the contractor.
- 12.5 The contractor alone shall have the right to take disciplinary action against any person(s) engaged/employed by him, while no right whatsoever shall vest in any such person(s) to raise any dispute and/or claim whatsoever against the Company. The Company shall, under no circumstances be deemed or treated as the employer in respect of any person(s) engaged/employed by the contractor for any purpose whatsoever nor would be Company be liable for any claim(s) whatsoever of any person(s) of the contractor.

SPECIAL CONDITIONS OF CONTRACT

1. All consumable materials, tools, tackles, plants etc. whatsoever in respect of this work shall be supplied by the agency at its own cost.
2. Log book/ Performa for jobs to be carried out shall be maintained by the agency (contractor) or his authorized representatives at the site of work. In the morning hours of every working day, the officer-in-charge or his representatives shall go round for inspection of daily and periodical housekeeping services. During inspection, the contractor or his representatives shall be present with log book/site order book without fail and the observations of joint site inspection shall be recorded therein. On the basis of the report of Officer-in-Charge of his representatives, payments shall be recommended. Any recovery of penalty relevant to the allied clauses shall be based on the said daily inspection report as per log book/ site order book. It is the responsibility of the contractor to ensure that the registers are updated and the signatures of the Officer is obtained daily.
3. Sweeping, cleaning of all parts as per specifications vide the item of schedule shall be completed before 9.00 AM every day. After that the entire work force shall be carrying out cleaning work at regular intervals on all floors to ensure cleanliness throughout the day.
4. The agency shall make arrangements to refill the sanitary cubes, odonil, air purifier, toilet paper holder, naphthalene balls, chemicals, polishing compounds, detergents liquid soap, acid etc. from time to time as and when required. Water supply for carrying out the works identified in the schedule shall be given by REC in the toilets and canteen only. Agency will be required to make his own arrangements to carry the water wherever required for the purpose identified in the schedule of quantities by means of hose pipes, buckets as per requirements.
5. Manpower required for execution of the entire work including transport shall be arranged by the Contractor. If the contractor fails to engage sufficient manpower, REC will engage required workmen and other manpower on behalf of the contractor at its risk and cost.
6. The contractor shall on award of the contract furnish a list containing names and addresses of his workmen or employees as and when required. Contractor shall ensure that his representative in the form of supervisor is available for administration and supervision of the work
7. The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per the law to his employees deputed for the work and furnish necessary proof including remittance of PF/ESI contribution along with monthly running bill. The wages/salary paid by contractor shall in no case be less than minimum wages fixed by Govt. prescribed for a category of employees. Contractor should enclose a certificate given by his supervisor/workmen that they have received the payment in full and final from contractor for the said month. REC shall have right to access contractors REC related records.
8. The contractor will be solely responsible for any loss, damage in REC's property while it is in his charge due to negligence and fraud etc. on part of his personnel.

9. The contractor shall not be entitled to any extra compensation of remunerations for or related to any work during the month or for or related to any special arrangements to be made and/or equipment of machinery to be brought to the job sites to enable such workings.
10. In case, it is felt by the authorized representative or Officer-in-Charge that any workmen or Supervisor of contractor is not suitable for carrying out the work inside premises then the workmen or Supervisor is to be replaced immediately by the contractor.
11. The contractor shall provide uniform (to be provided by the contractor at his cost) and Identity Cards along with photographs to his workmen/Supervisor. The contractor will ensure that his workmen / supervisor wear uniform / identity cards every day on duty. All the contractor and their workmen will be subject to police verification regarding their antecedents.
12. The contract rates shall include cost for all essential and contingent works which although not specifically mentioned in this contract, are necessary for completion of the work to the satisfaction Rural Electrification Corporation Ltd. No extra payment shall be made to the agency for work on holidays and during odd hours including Saturdays.
13. In case of any new addition in the areas prorate rates will be allowed on such additions.
14. The company's Officer-in-Charge shall have the power to reduce the rates at which payment shall be made, if the quality of work is not upto the required standard, the Officer-in-Charge shall also have the power to order the contractor to remove any inferior items from the site and to rectify any work of inferior workmanship. If the contractor fails to do the work as directed, the Officer-in-Charge may arrange for any such work to be rectified to any other agencies at the contractor's expenses. Officer-in-Charge may issue to the contractor from time to time during the progress of the work, such further instructions which shall be necessary for the purpose of proper and adequate execution and maintenance of the work and the contractor shall carry out the work as directed and shall be bound by such directions.
15. The contractor shall have no claim against the company in respect of any work, which may be withdrawn except only for work actually completed under this contract. If required, the Contractor may have to carry out the work on Sundays for which no extra amount shall be paid.
16. The contractors' employees will make their own arrangements for food and snacks while at work at their own cost and the Company will not entertain any financial Expenditure or provide any canteen facility.
17. Wherever the term `polishing' has been used, it implies to polishing of fittings, fixtures, utensils and accessories of doors, windows, ventilators, water supply, plumbing system and misc. in built metallic fixtures with polishing of partition, doors, window, paneling and floors.
18. Contractor shall not exhibit or cause to be exhibited in the office premises any printed or written notices of advertisements of any kind, whatsoever except notices related to the working without the previous permission of the company.

19. If the contractor fails or neglects to observe or perform the terms and conditions of the agreement or any of them the Company may:
 - i) Hold the contractors liable for all losses or damages occasioned to the Company by such failure or neglect.
 - ii) Hold the contractor liable to pay damages and compensation for loss and inconvenience caused by dislocation of all or any of the services by the sudden discontinuance/dislocation or stoppages.
 - iii) In the event of sudden failure, neglect, dislocation or stoppage of the disposal of collected debris by the contractor, Company get the work done by some other agency after giving 3 days notice to the contractor without prejudice to its rights to enforce performance in respect of the rest of the work and the contractor shall in such event, pay to the Company the additional cost incurred for having such work done from some other agency.
20. Contractor shall use the premises only for the purpose of this agreement/contract and he shall not make or permit to be made any structural additions or alterations to the same without the prior approval in writing of the Company.
21. The contractors shall work under the supervision of the Chief Manager (Admn.) and such other authorised officers of the company as may be nominated from time to time called officer in charge.
22. The Contractor shall arrange for the proper and sufficient spraying of insecticides and pesticides in all rooms, library, toilets, pantries stores and corridors etc. If required, the contractor shall lay rat traps and arrange disposal of rats outside the Company premises. In case firm is unable to do effective pest control, the work may be withdrawn and assigned to other party.
23. The contractor shall arrange for cleaning of water storage tank with surf thoroughly and refilling of water coolers wherever provided.
24. The contractor shall ensure getting proper license/permission from the concerned authorities wherever applicable under the law.

25. Contractor's subordinate staff and their conduct

The contractor, on award of the work shall name and depute a qualified (Graduate) Supervisor having sufficient experience in carrying out works of similar nature, to whom instructions for works shall be given. The contractor shall also provide to the satisfaction of the officer-in charge sufficient and trained staff for execution of works pertaining of housekeeping and allied works to provide best quality and expeditious working. For allied works, the firm shall provide plumber, electrician, telecom technician, Mali, carpenter etc. as detailed in Scope of work to REC. Whenever in the opinion of the office in-charge, additions of properly qualified supervisory staff is considered necessary, they shall be employed by the contractor without additional charge on account thereof. The contractor shall ensure to the satisfaction of the officer-in-charge that the agencies shall provide complete and efficient supervision over the work entrusted to them. The staff, if required will be changed by the contractor at the discretion of management. The contractor shall be responsible for the proper behavior of all the staff and others and shall exercise proper degree of control over them.

26. Payment of Contractor's Bill

- 26.1 The contractors on submission of the monthly bill along with duly verified Performa of jobs given at **Schedule I**, will be entitled to receive payments as approved and passed by the Officer-In-charge whose certificate or such approval and passing of the sum so payable shall be final and conclusive on the contractor. The penalties if any shall be deducted at the time of payments. If due to any reason the area for which this job order has been placed is reduced/abandoned, the payment/value of this job order shall be reduced on pro rata basis and payments made shall be reduced.
- 26.2 All taxes duties including service tax shall be recovered from the monthly bills as required under the law

27. Instruction and Notices

- 27.1 Subject to as otherwise provided in this job order, all notices to be given on behalf of REC and all other actions to be taken on its behalf may be given or taken by the Chief Manager (Admin)Officer-In-Charge or any officer entrusted with the functions, duties and powers of the Officer-In-Charge.
- 27.2 All instructions, notices and communications etc. under the job order shall be given in writing and if sent by the registered post to the last place of business of the Agency shall be deemed to have been served on the date when in the ordinary course of post these would have been delivered to him.
- 27.3 The Officer In Charge shall communicate or confirm the instructions to the Agency in respect of work in a 'Site Order Book' maintained in the office and representative of the Agency shall confirm receipt of such instructions by signing the relevant entries in the book. If required by the Agency, he shall be furnished a certified true copy of such instruction (s). The Agency or his representative shall sign DAILY the 'Site Order Book'.
- 27.4 Performa for the activities to be carried out daily, fortnightly and weekly basis which have to be followed by Agency, have been enclosed at **Schedule I, II and III** respectively. Any changes in the Performa or working activities, as decided by REC shall be acceptable to the Agency. The authorised representative of the agency shall take instructions from the Officer-in-charge twice a day i.e. at 10.00 AM and 2 PM every day i.e. 06 days a week. In case of emergency Officer-In-Charge may impose any special condition(s) as may be considered necessary in order to meet the emergency situation and Agency undertake to fully comply with such special conditions, if any.

28.0 Liquidated damages

- 28.1 In the event of failure to maintain the housekeeping services on any day up to the desired standard, REC is entitled to recover liquidated damages @ 0.5% per day subject to maximum of 15% of the total value of contract in part or full from the contractor @ mentioned below failing which it shall be recovered from the running bills or otherwise including security deposit. For the purpose of imposing liquidated damages, the decision of the REC will be final and binding to the contractor and shall not be subject to dispute or Arbitration.
- 28.2 Contractor shall ensure that peace and order is maintained in the premises and if peace and order in the premises is disturbed due to lapse on the part of the contractor, a penalty of Rs.100/- per event for each lapse leading to disturbance of peace/order may be imposed by the company. Continuing nuisance of this type would render the contractor liable for termination of the contract without notice by the Company.

- 28.3. If the Company finds that the contractor is misusing the facilities provided by the Company for the services or for any other purpose not covered under the contract, the Company will be free to levy penalty, which may extend to Rs.1000/- per event.
- 28.4. In the event of any workmen or any other employees having been found on duty without uniform, the Company may impose a penalty of Rs.25/- for every such occasion/eventuality. The contractor shall be personally responsible for ensuring that all the staff members wear uniform on duty.

29. Termination of Contract

- 29.1 If it is found that the quality of materials supplied by the contractor and or the services rendered are unsatisfactory or that the contractor has violated any terms and conditions of the contract and Agreement then in that event, the Company will be entitled to terminate this contract, at any time without assigning any reasons whatsoever and without notice.
- 29.2 If at any stage during the period of the contract, it is found that any case involving moral turpitude in a Court of Law against the contractor or his employees, the Company reserves the exclusive and special right to the outright termination of the contract and the contractor shall not be entitled to any compensation from the company whatsoever.
- 29.3 Save as provided in Clauses 27.1 and 27.2 above, either of the parties to this contract can relieve themselves from the contract by giving 1 months notice without assigning reasons thereof.
- 29.4 In the event of the Contractor suspending or abandoning housekeeping services without giving proper notice to the Company and without handing over charge of the Deptt. materials entrusted to him by the company, the whole of his security money and other dues payable to him shall stand forfeited by the Company and he shall also be liable for such legal action as deemed fit and proper for breach of contract and towards the loss caused to REC

List of Materials and Consumables proposed to be used for Housekeeping work at REC Corporate Office/surrounding areas of REC Flats at Khelgaon, New Delhi.

Description	Quantity/per month
1. Liquid soap for hand wash	30 Ltrs.
2. Disinfectant / phenyl (Tiger brand white)	25 Ltrs.
3. Material for cleaning floors(Teepol)	10 Ltrs.
4. Naphthalene balls	04 kgs.
5. Urinal cakes	20 pkt.
6. Air purifier/room spray/Premium	14 nos.
7. Baygon Spray, etc. (Mortein)	05 nos.
8. Vim or equivalent	20 kg.
9. Surf or equivalent	5 kg.
10. Acid etc. for W/Cs	15 nos.
11. Toilet paper for VIP Toilets(Wintex 2/3 ply 50 mtrs.roll)	60 nos.
12. Brasso .	01 no.
13. Colin	10 nos.
14. Harpiec/Sanifresh	13 nos.
15. Bleaching Powder(Approx. wt.35 kg.)	01 bag
16. Wiper	10 nos.
17. Hockey type brush	08 nos.
18. Round brush	10 nos.
19. Steel wool	10 nos.
20. White duster(big) appx.36"x36")	04 doz.
21. Yellow duster(big) appx.36"x36")	01 doz.
22. Floor duster	03 doz.
23. Soft broom	10 nos.
24. Hard broom	10 nos.
25. Garbage bags(big size)	02 kg.
26. Rubber pump	02 nos.
27. Jala Brush	04 nos.
28. Scotch Brush	03 PC
29. Carpet Brush	02 PC
30. Thinner	01 Ltr.
31. Batti	01 PC
32. Lift cleaner	01 Ltrs.
33. Floor polilshing compound(500 ml.)	01 Tin
34. Others (Pl.specify)	As per require.
35. Insecticides & pesticides	
a) Anti-mosquito treatment(Spray) in the whole office covering entire area.	
b) Anti-Cockroach treatment in the whole office.	
c) Anti- silver fish and other crawling insects at the library and carpeted rooms in the entire office.	
d) Anti rodent.	

Note: The contractor shall assess the consumption of materials independently as per the quantum, for the entire scope of work. The quality and quantity of above items are subject to inspection by the Officer-in-charge

List of Equipments/Tools and Tackles to be used for housekeeping
(Standard quality/ISI mark)

1. Industrial, Mechanical scrubbing machine-	1 No.
2. Vacuum Cleaner	02 No.
3. Floor Scrubbers (Electrically operated)	01 No.
4. Spray pun for cleaning glass panes etc.	01 No.
5. Hand Trolley	01 No.
6. Buckets 16 ltrs.	10 Nos.
7. Plastic Mugs	10 Nos.
8. Big Dustbins/Plastic containers	10 Nos.
9. Wooden planks/bamboo/Balties/Coir Rocks	As per requirement

From:

To

The Chief Manager (Admn.)
Rural Electrification Corporation
SCOPE Complex, Core 4
New Delhi-3

Sub: Housekeeping Services of REC-Financial Offer

Sir,

In continuation of my/our Technical Bid for housekeeping services, Financial Bid in the prescribed form is enclosed herewith. I/We have also read the terms and conditions contained in the Tender form and hereby undertake to abide by the same.

Yours faithfully,

()
Signature with stamp

FINANCIAL BID

Schedule of Quantity for House Keeping Services

SI. No	Details of Scope of Work	Quantity	Rate per month*
A	Carrying out the scope of work as given in Annexure I by deploying appropriate man days as indicated in the tender document.	Indicative quantity of man days as given in the Tender document	
B	Cost of consumables including charges for tools and plants as given in Appendix I & II	Lump sum	
Total			

Total amount per month in words: Rs.....

Signature with rubber stamp

Place:

Date:

Note *: The rate quoted should be in lump sum i.e. inclusive of all taxes, duties etc. as applicable

Schedule: I

PERFORMA FOR JOBS TO BE CARRIED OUT DAILY (including Saturday)

Name of Building _____

Room NO. _____

1	2	3	4	5	6
DATE	ROOM NO.	JOB			
	Location	Cleaning of general toilets with phenyl and detergents etc. 3 times a day before 8.30am, 12.00noon and 3.30 pm	Cleaning of wash basins and other fitted water coolers location of all dust unwanted material	Cleaning of attached toilets twice a day before 9.00 am and after noon	Cleaning of Reception area, lift lobby, common corridor near water cooler etc. continuously with wet and dry mopping
7	8	9	10	11	12
Jobs					
Cleaning of pantries, glass panes, ashtray twice a day removing dust from floor, windows, doors Books, journals, furniture, fixtures and telephones	Cleaning of room by soaping with water and phenyl twice before 9.00 am and at 2.30 pm	Collection of waste papers from room baskets lobbies etc.	Providing toilet with liquid soap a day	Providing naphthalene balls and deodorants block to be checked twice a day	Cleaning of carpets by soft brush.

Schedule: II

PERFORMA FOR JOBS TO BE CARRIED OUT Weekly

Name of Building _____

Room NO. _____

1	2	3	4	5	6
DATE	ROOM NO.	JOB			
	Location	Cleaning of class panes with soap/cleaning agent	Cleaning of brass items	Acid Cleaning sanitary	Scrubbing Cleaning of walls. Floors with soap etc
7	8	9	10	11	12
JOB					
Cleaning of carpets by vacuum cleaners	Dusting of ceiling or false ceiling	Removal of Honey bee nests	Cleaning of choked in sewerage and plumbing line	Cleaning of shaft, duct etc	Vacuum cleaning of fabric sofa sets/chairs
13					
Cleaning of chair sofa with soap solution etc. (Leather item sofas)					

Schedule: III

PERFORMA FOR JOBS TO BE CARRIED OUT FORTNIGHTLY

Name of Building _____

Room NO. _____

1	2	3	4	5
DATE	ROOM NO.	JOB		
	Location	Cleaning thoroughly all floors, walls with soap and water etc.	Polishing of floors after washing	Thorough cleaning of projections, balconies and opening of choked drains.