



सत्यमेव जयते

GOVERNMENT OF ASSAM

BIDDING DOCUMENT

(To be submitted by the BIDDERS)

FOR THE WORK

**ONE YEAR RATE CONTRACT FOR HOUSEKEEPING
& FACILITY MANAGEMENT SERVICES IN THE
DIRECTORATE OF FISHERIES, ASSAM AND ITS
PREMISES UNDER SOPD, 2022-23**



**OFFICE OF THE DIRECTOR OF FISHERIES
ASSAM, GUWAHATI-16**

Phone- 0361-2545104; Email: dirfishassam2019@gmail.com
Website: "https://fisheriesdirector.assam.gov.in"

CONTENT OF BIDDING DOCUMENTS

SL.	Particulars	Page No.
1	Tender Schedule	3
2	Invitation For Bid (IFB)	4-5
3	Instruction to Bidders (ITB)	6-19
4	Form of Bid (FOB)	20
5	Bill of Quantity (BOQ)	21
6	Undertaking	22-24



**GOVERNMENT OF ASSAM
DIRECTORATE OF FISHERIES
ASSAM, GUWAHATI-16**

COMPETITIVE BIDDING

NAME OF THE WORK: - ONE YEAR RATE CONTRACT FOR HOUSEKEEPING & FACILITY MANAGEMENT SERVICES IN THE DIRECTORATE OF FISHERIES, ASSAM AND ITS PREMISES UNDER SOPD, 2022-23

Tender Schedule

Sl.	Schedule	Start Date	Start Time	End Date	End Time
1	Tender Publishing Date	01-09-2022			
2	Tender download	01-09-2022	5.00 PM	21-09-2022	12.00 PM
3	Pre-bid meeting	06-09-2022	1.00 PM	----	-----
4	Bid Submission Date	08-09-2022	12.00 PM	21-09-2022	12.00 PM
5	Bid Opening Date	21-09-2022	12.30 PM	----	-----

Place of opening bids: Directorate of Fisheries, Assam, Guwahati-16.

Officer inviting bids: Director of Fisheries, Assam, Guwahati-16.

INVITATION FOR BID
(IFB)

**GOVERNMENT OF ASSAM
DIRECTORATE OF FISHERIES
ASSAM, GUWAHATI-16**

PRESS NOTICE

(ONE YEAR RATE CONTRACT)

Sealed tenders affixing non-refundable court fee stamp of Rs. 8.25 (Rupees Eight and paisa twenty-five) only are invited by the Directorate of Fisheries, Assam, Guwahati from eligible bidder having contract labour license for the following work by entering into a Rate Contract for 1(one) year from the date of signing. The last date of submission of bid at the office of the undersigned is 21st Sept, 2022 up to 12.00 noon. The bids will be opened on the same day at 12.30 pm where the bidders or their authorized representative may be present.

SL	Name of Work	Approximate Value of work	EMD	Tender Fee
1	ONE YEAR RATE CONTRACT FOR HOUSEKEEPING & FACILITY MANAGEMENT SERVICES IN THE DIRECTORATE OF FISHERIES, ASSAM AND ITS PREMISES UNDER SOPD, 2022-23	Rs. 6,00,000.00	Rs.12,000.00 for General caste and Rs.6,000.00 for SC / ST / OBC / MOBC	Rs.180.00

Intending bidders has to download the **Bidding document** from the website “<https://fisheriesdirector.assam.gov.in>” of the Deptt. of Fisheries, Assam for details from 1st Sept, 2022 up to 12.00 noon on 21st Sept, 2022.

Sd/-
Director of Fisheries
Assam, Guwahati

Dated Aug, 2022

Memo No. AF(E) 97/2022-23/

Copy to:

- (1) The Jt. Secretary to Govt. of Assam, Deptt. of Fisheries for favour of kind information.
- (2) The Director of Information & Public Relation, Assam, Dispur, Guwahati-6 for information with a request to publish the press notice in two consecutive issues of at least two widely circulated news paper [one English & one Assamese daily] on or before 1st Sept, 2022. Copy emailed to “janasanyogassamadvt@gmail.com”.
- (3) The Executive Engineer, Fishery Deptt. for information.
- (4) The Web Information Manager, Directorate of Fisheries, Assam for information & necessary action.
- (5) Office Notice Board.

Sd/-
Director of Fisheries
Assam, Guwahati

INSTRUCTION TO BIDDERS
(ITB)

1. Scope of work/Contractor's Responsibilities for Housekeeping:

- 1.1 The Director of Fisheries, Assam, Guwahati-16 invites bids for the work as stated. The bidders may submit bids for the work detailed in the table given in IFB. The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the Director of Fisheries, Assam. Officials of the Directorate will also monitor the entire work and staff.
- 1.2 The Successful bidder will be expected to execute the works as per satisfaction of the department.
- 1.3 Throughout this bidding document, the terms 'bid' and 'tender' and their derivatives (bidder/tenderer, bid/tender, bidding/tendering, etc.) are synonymous.
- 1.4 Bid Amount: - as detailed in IFB
- 1.5 Detailed scope of work is at Cl.26

2. Source of Funds:

The Director of Fisheries, Assam, Guwahati is going to procure the work under SOPD, 2022-23.

3. One Bid per Bidder

- 3.1 Each bidder shall submit only one bid for one package. A bidder who submits or participates in more than one Bid (other than as a sub-contractor or in cases of alternatives that have been permitted or requested) in same package will cause all the proposals with the Bidder's participation to be disqualified.

4. Cost of Bidding

- 4.1 The bidder shall bear all costs associated with the preparation and submission of this Bid, and The Director of Fisheries, Assam, Guwahati will in no case is responsible and liable for those costs. No Bidder shall be entitled to claim any expenses /charges incurred by him or incidental therein in connection with submission of Bid.

5. Clarification of Bidding Documents

- 5.1 A prospective bidder requiring any clarification of the bidding documents may contact the office of the undersigned during office hours before last date of submission of the bids.

6. Amendment of Bidding Documents

- 6.1 Before the deadline for submission of bids, The Director of Fisheries, Assam, Guwahati may modify the bidding documents by issuing addenda.
- 6.2 Any addendum thus issued shall be a part of the bidding documents and shall be published in the website as information to all the purchasers of the bidding documents. The Director of Fisheries, Assam, and Guwahati will assume no responsibility for not viewing the website by the bidders.
- 6.3 To give prospective bidders reasonable time in which to take an addendum into account in preparing their bids, The Director of Fisheries, Assam, Guwahati may, at his discretion, extend as necessary the deadline for submission of bids, in accordance with Sub – Clause 14.2 below.
- 6.4 All amendments issued will be published on the website – "<https://fisheriesdirector.assam.gov.in>". It is the prerogative of the contractors to visit the aforementioned site for corrigendum, addendum and amendment notices. These notices have to be read in conjunction with the tender document and have to be signed and submitted manually along with the bid.

7. Language of the Bid

All documents relating to the bid shall be in the English Language.

8. Documents Comprising Bid

8.1 The bid to be submitted by the bidder shall include the following:

- i) Duly signed Bid document (should be signed on each & every pages)
- ii) Tender fee and EMD in the form specified in Clause 11
- iii) Qualification Information, supporting documents, Certificates, undertaking as specified. (should be signed on each & every pages)
- iv) Undertaking that the bid shall remain valid for the period specified in Cl.10.1
- v) Form of Bid and BOQ (neatly filled and signed).

9. Currencies of Bid and Payment

9.1 The unit rates and the prices shall be quoted by the bidder entirely in Indian Rupees. All payments shall be made in Indian Rupees.

10. Bid Validity

10.1 Bids shall remain valid for a period not less than **180 days** after the deadline date for bid submission specified in Clause 14. A bid valid for a shorter period shall be rejected by the Director of Fisheries, Assam, Guwahati as non-responsive. In case of discrepancy in bid validity period between that given in the undertaking pursuant to Clause 10 and undertaking submitted by the bidder, the later shall be deemed to stand corrected in accordance with the former and the bidder has to provide for any additional security that is required.

10.2 In exceptional circumstances, prior to expiry of the original time limit, the Director of Fisheries, Assam, Guwahati may request that the bidders may extend the period of validity for a specified additional period. The request and the bidder's responses shall be made in writing. A bidder may refuse the request without forfeiting his bid security. A bidder agreeing to the request will not be required or permitted to modify his bid, but will be required to extend the validity of his bid security for a period of the extension, and in compliance with Clause 11 in all respects.

10.3 Deleted.

10.4 Bid evaluation will be based on the bid prices without taking into consideration the above correction.

11. EMD/Bid Security

11.1 The Bidder shall furnish, as part of his Bid, a EMD/Bid Security in the amount as shown in the Table of IFB for this particular work. The bid security shall be in favour of the **Director of Fisheries, Assam, Guwahati**, in one of the following forms:

- a) DELETED
- b) Bank Guarantee from any Nationalized/Scheduled Indian Bank (A written confirmation in the Bank's letterhead confirming the authenticity of the Guarantee shall be furnished along with the Guarantee).
- c) Fixed Deposit Receipt/TDR issued by any Nationalized /Schedule Indian Bank. (EMD/Bid security for bidders under SC/ ST/OBC/ MOBC categories will be half of the Bid security specified for Gen caste).

11.2 EMD/Bid Security issued as security for the bid shall valid for 45 days beyond the initial validity of the bid.

11.3 Any bid not accompanied by an acceptable EMD/Bid Security and not secured as indicated in Sub-Clause 11.1 and Sub Clause 11.2 above shall be rejected by the Director of Fisheries, Assam, Guwahati as non-responsive.

- 11.4 Unless there is any challenge on the bid/ bid process in any court of law, the Bid Security of unsuccessful bidders will be returned within 28 days of the end of the validity period specified in Sub clause 10.1.
- 11.5 The EMD/Bid Security of the Successful Bidder will be discharged when the bidder has signed the Agreement and furnished the Performance Security.
- 11.6 The EMD/Bid Security may be forfeited
 - a) If the Bidder withdraws the Bid after Bid opening during the period of Bid Validity;
 - b) If the Bidder does not accept the correction of the Bid Price, pursuant to Clause 18; or
 - c) In the case of a successful Bidder, if the Bidder fails within the specified time limit to:
 - i) Sign the Agreement; or
 - ii) Furnish the required Performance security.

12. Format and Signing of Bid

- 12.1 Deleted.
- 12.2 The bid shall be typed or written in indelible ink and all pages of the bid document, Certificate furnished in support of qualification information and others must be signed by the bidder or a person or persons duly authorized to sign on behalf of the Bidder as a token of acceptance of the terms and conditions laid down by the Director of Fisheries, Assam, Meen Bhawan, Guwahati-16.
- 12.3 The Bid shall contain no alterations or additions, except those pursuant to Clause 18

13. A) SUBMISSION OF BID:

- 13.1 Bid document along with all technical documents should be submitted with signature of the Bidder on each page and should be in a sealed envelope
- 13.2 The rate offered should be written both in figure and words and no crossing or overwriting shall be entertained in the Bid. Bidder should submit their rate in the Form of Bid enclosed with bid document. In case of any discrepancy between quoted rates, the rate offered in word will be considered.
- 13.3 deleted
- 13.4 The Bidder is required to quote a firm offer in the price Bid, inclusive of all prevailing taxes, cess, GST, duties, royalty, transportation cost, levies and cost for any other cause etc. as applicable for the assignment.
- 13.5 GST, Sales tax, purchase tax, Forest Royalty, any other tax on material in respects of this contract and any Cess shall be payable by the Bidder and Government will not entertain any claim whatsoever in respect of the same.
- 13.6 For transportation of materials to site of work is the sole responsibility of the Bidder. Statutory traffic restriction during transport of materials to the site of work is to be taken in to consideration before Biding.
- 13.7 In case of any Bid where unit rate of any item/items appear unrealistic such Bid will be considered as unbalanced and in case the Bidder is unable to provide satisfactory explanation such a Bid is liable to be disqualified and rejected.

B) Sealing and Marking of Bids

- 13.8 The Bidder shall seal the hard copy of the Bid in envelope
- 13.9 Bid to be opened on date&time as specified in NIT.
The contents of Bid will be as specified in Clause 8.1
- 13.10 The envelopes containing the Bid shall
 - a) Be addressed to The Director of Fisheries, Assam, Guwahati.

- b) Bear the identification, i.e., “NIT reference”, “name of work” and “package no.” etc.
- 13.11 In addition to the identification required in Sub-Clause 13.1, the envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared late, and if the Evaluation Committee declares the Bid as non-responsive pursuant to Clause 17.
- 13.12 If the outer envelope is not sealed and marked as above, the Director of Fisheries, Assam, Guwahati will assume no responsibility for the misplacement or premature opening of the bid.
- 13.13 Any document, if found not readable / illegible will not be considered for evaluation & summarily rejected.

14. Deadline for Submission of Bids

- 14.1 Complete Bids must be received by The Director of Fisheries, Assam, Guwahati at the address specified above not later than the date indicated in N.I.T. In the event of the specified date for the submission of bids declared as holiday on the date of receipt of the bids as specified the bids will be received and opened on the next working day at the same time and venue.
- 14.2 The Director of Fisheries, Assam, and Guwahati may extend the deadline for submission of bids by issuing an amendment in accordance with Clause 6, in which case all rights and obligations of The Director of Fisheries, Assam, Guwahati and the Bidders previously subject to original deadline will then be subject to the new deadline.

15. Late Bids

- 15.1 Any Bid received late by The Director of Fisheries, Assam, Guwahati after the deadline prescribed in Clause 14 will be returned unopened to the bidder.

16. deleted

17. Bid Opening

- 17.1 The Directorate of Fisheries will open all the Bids received (except those received late), in the presence of the Bidders or their representatives who choose to attend at time, date and the place specified in N.I.T in the manner specified in Clause 20 and 17.3. In the event of specified date of Bid opening being declared a holiday on the date of receipt of the bids as specified the bids will be received and opened on the next working day at the same time and venue.
- 17.2 deleted
- 17.3 The envelope containing the Bid shall be opened. The inner envelope marked, “Cost of Bidding Document downloaded from internet” will be opened first and if the cost of the Bidding document is not there or incomplete, the remaining bid documents will not be opened and bid will be rejected. The amount, form and validity of the Bid security furnished with each bid will be announced. If the bid security furnished does not conform to the amount and validity period as specified in the Invitation for Bid, and has not been furnished in the form specified in Clause 11, the remaining bid will be returned to the bidder.
- 17.4 i) Subject to confirmation of the bid security by the issuing Bank, the bid accompanied with valid bid security will be taken up for evaluation with respect to the Qualification Information and other information, if the bid pursuant to Clause 8.1.
- ii) Deleted
- iii) Deleted
- iv) The Tender Committee will finalize the list of responsive bidders, whose quoted rates are eligible for consideration.

17.5 deleted

17.6 At the time of opening of Bid, the names of Bidders responsive in accordance with clause 17.4 (iv) of ITB their quoted rate/amount will be announced.

18. Correction of Errors

18.1 The bids determined to be substantially responsive will be checked by the Tender Committee for any arithmetic errors. Errors will be corrected as follows:

i) Where there is a discrepancy between the rates in figures and in words, the rate in words will govern; and

(ii) Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.

(iii) In case of any variance between the amount quoted in the form of Bid (FOB) and the total amount of Bill of quantity (BOQ), the FOB amount will be discarded and the BOQ amount will be taken as the Bid Price, irrespective of the BOQ amount being higher or lower than the FOB amount.

18.2 The amount stated in the bid will be corrected by The Tender Committee in accordance with the above procedure and the bid amount adjusted with the concurrence of the Bidder in the following manner:

i) If the Bid price increases as a result of this correction, the amount as stated in the bid will be the 'bid price' and the increase will be treated as rebate;

ii) If the Bid price decreases as a result of this correction, the decreased amount as stated in the bid will be the 'bid price'.

Such adjusted bid price shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the EMD/Bid security may be forfeited in accordance with Sub-Clause 11.6 (b).

19. Terms & Condition:

19.1. The intending Eligible and willing agencies/bidders are expected to see the site of the proposed work at his/ their own cost and collect necessary information required by him/them before submitting tender. If required he/she may take the help from the office concerned for site visit on any working day between 10.00 AM to 04.00 PM and on working days.

19.2 No tender will be accepted after the stipulated date and time as mentioned.

19.3 No payment will be considered against incomplete work and found not satisfactory by this office

19.4 The undersigned reserves the right to accept or to reject any or all the tenders without assigning any reasons whatsoever and he does not bind himself to accept the lowest rate.

19.5 No materials will be supplied for any of the above works by this office. All taxes, Forest Royalty etc. required in connection with the work to be borne by the selected bidder.

- 19.6 The bidders will have to furnish the following with the tender:
- i) Court Fee stamp of Rs.8.25.
 - ii) Copy of Contract Labour License under Contract Labour (Regulation & Abolition) Act, 1970
 - iii) The quotationer/quotationers submitting bids in the name of a partnership firm/manufacturer/company will have to submit a copy of Notarized Power of Attorney.
 - iv) Tender fee which must be in the form of Demand Draft from any Nationalized bank/Regional/Scheduled Indian bank payable at Guwahati in favour of “**Director of Fisheries, Assam, Guwahati-16**”
 - v) EMD/Bid Security which must be in the form of FDR/TDR from any Nationalized/Regional/Scheduled bank payable at Guwahati in favour of “**Director of Fisheries, Assam, Guwahati-16**”.
 - vi) Documents of Experience of doing similar work during the period of last three financial years and current year. The bidder should have experience of at least (a) One similar work contract of Rs. 5.0 lakh or more or (b) Two similar work contracts of Rs. 8.0 lakh or more or (c) Three similar work contracts of Rs. 9.0 lakh or more
 - vii) Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping etc. should be attached with the Bid.
 - viii) Copy of ESIC& EPF of the employees.
 - ix) Copy of PAN.
 - x) Copy of GST registration.
 - xi) Bid validity undertaking that the bid shall remain valid for a period of 180 days
 - xii) Copy of Income tax return for the Financial Years 2018-19(AY2019-20) and 2019-20(AY2020-21) and 2020-21(AY2021-22).
 - xiii) Turnover Certificate issued by CA for last three years
 - xiv) Any other document mentioned in this Bid Document.
 - xv) A declaration that the bidder has not been blacklisted/banned by any Government Agencies /Govt. Department /Quasi Govt. Dept /PSU /Board / Council or similar organization (sample format is given with this bid document). If any Government Agencies/ Govt. Department /Quasi Govt. Dept/ PSU/ Board/ Council or similar organization has banned the bidder and later on lifted the ban, the fact must be clearly stated.
- 19.7 A pre-bid meeting shall be held at the Directorate of Fisheries, Assam, Meen Bhawan, Guwahati-16 to clarify any queries of the tenderer on a date as specified in the tender schedule.
- 19.8. The Contract shall initially be valid for a period of **One year** and may be extended for further period based on satisfactory performance and with mutual consent, as per the same rates, terms and conditions.
- 19.9. The Bidders are subjected to disqualification, if they have:
- i) Made misleading or false representations in the forms, statements and attachments submitted in proof of the requirements.
 - ii) Record of poor performance such as abandoning the assignment, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.
 - iii) Indulged in unlawful means in obtaining/submitted Bids.
 - iv) Been black listed/ their registrations cancelled by the competent authority.
- 19.10 The successful bidder must have to start the work within 7days from the date of issue of formal work order from the undersigned following signing the agreement with the undersigned and deposit of Performance Security Deposits. The work will be executed under the supervision of concerned Directorate establishment.

Quoted value/rate:

- 19.11 The authority will not accept rate/amount quoted by any bidder which is lower than 10% below the estimated cost to avoid poor quality of service/abandoning of service by the contractor. On the other hand the authority will also not accept rate/amount quoted by any bidder which is more than 10% above the estimated cost to avoid undue pressure on State Exchequer.
- 19.12 The bidder submitting bid for the consecutive time for the same work is not required to submit the tender fee
- 19.13 Director of Fisheries, Assam reserves the right to terminate the contract by serving one month's notice, in writing if the services of the contractor are not found satisfactory. The Contractor may also ask for the same by giving one month's notice but he has to provide the house keeping facility till the next agency is engaged
- 19.14 The persons to be deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipments.
- 19.15 The Contractor will have to provide standard liveries (colour) as approved by the Director of Fisheries, Assam administration at his own cost to its housekeeping staff. The staff shall be in proper uniform all the time with their identity card properly displayed. Samples of liveries (colour) will have to be submitted by the Contractor for the approval of competent authority within seven days from the date of entering into the agreement.
- 19.16 The contractor will arrange all items needed for his staff viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart etc. The house keeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipments, etc.
- 19.17 Director of Fisheries, Assam will provide the space for setting up a control room for the Contractor in the premises of the Meen Bhawan from where the contractor and his own supervisory or office staff can control the house keeping labour force working in the Meen Bhawan.
- 19.18 Director of Fisheries, Assam will provide space for a store room to the Contractor in the office premise. The store keeper deployed by the contractor will store all their liveries, materials, equipments in the store room and maintain a computerized record of the stores which shall be opened to inspection by Director of Fisheries, Assam.
- 19.19 The Contractor should ensure the Health and safety measures of the employees.
- 19.20 The Contractor will be responsible for supply / installation / refilling / maintenance of all consumables, items and equipments used in all areas for housekeeping purpose,
- 19.21 The Contractor must employ adult and skilled labour only. Employment of **child labour** will lead to the termination of the contract and necessary action under Indian Penal Code also.
- 19.22 The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff.
- 19.23 The Contractor at all times should indemnify Director of Fisheries against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act 1948, Employer's Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. Director of Fisheries, Assam will not own any responsibility in this regard

- 19.24 The bidder's quoted manpower charges must be in strict accordance with the minimum wages as decided by the State Govt. for Guwahati City. If the rates quoted found below the minimum wages, tender will be rejected. Under any circumstances whatsoever, the manpower deployed shall be paid wages not below the Minimum wages set by the State Govt.
- 19.25 In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by the Director of Fisheries besides termination of the contract.
- 19.26 Once the house keeping staffs is allotted an area of work he or she will be under supervision of the **Housekeeping Authority** consists of Joint **Director of Fisheries, Assam and Registrar of Fisheries, Assam** and in addition to the instructions issued by the contractor side the housekeeping staffs have to follow all instructions and orders given by the Director of Fisheries, Assam or his authorized representative.
- 19.27 A monthly report must be submitted by the housekeeping authority to the Director of Fisheries, Accountant/Cashier of the directorate and the contractor. It is the prerogative of the Accountant/Cashier to deduct penalty from the bill of the contractor in case of adverse monthly report as per penalty provision detailed in clause 27
- 19.28 The Contractor shall: -
- a) Provide all items and consumables to his housekeeping staff
 - b) Ensure that their managers / supervisors are equipped with mobile phones, and are available round the clock.
 - c) Only deploy the workforce that is on his payroll.
 - d) Arrange for a garbage disposal plan and equipments required for segregation and disposal of waste in a professional manner,
 - e) Plan, manage, and collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposables etc which is used by the house keeping staff.
 - f) Ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.

20. ELIGIBILITY CRITERIA:

- a) The bidder must have Contract Labour License under Contract Labour (Regulation & Abolition) Act, 1970
- b) The bidder must have ESIC & EPF of employees
- c) The Tenderers should have experience of handling the housekeeping work in reputed organization including Govt & PSUs for at least three years supported by documentary evidence. Certificates of satisfactory performance from these three clients are also to be furnished along with tender.
- d) The tenderer should have experience of at least (i) One similar work contract of Rs. 5.0 lakh or more or (ii) Two similar work contracts of Rs. 8.0 lakh or more or (iii) Three similar work contracts of Rs. 9.0 lakh or more
- e) The turnover of the agency should not be less than Rs.20.00 lakh for **“housekeeping segment”** per year for last three years
- f) The Tenderer should have sufficient employees on its payroll specifically trained for housekeeping work. The tenderer should have at least 20-30 Nos. of captive manpower on his payroll on the day of filing the tender. The tenders having captive manpower less than this will be rejected. Document in support of the health and safety measures, the tenderer takes for his workers should also be attached with the technical bid.

21. RIGHT TO ACCEPTANCE / REJECTION OF BID:

- 21.1 The right of acceptance of Bid rests with the Tender Committee who does not bind itself to accept the lowest Bid and also reserve the right to reject any or all the Bid(s) received without assigning any reason whatsoever. Any dispute arises in future will be finalized by the Department of Fisheries, Government of Assam.
- 21.2 Bids imposing any extra conditions of their own will not be entertained.
- 21.3 No price escalation will be granted.

22. AWARD OF CONTRACT:

- a) After fulfillment of criteria in the evaluation process and approval from competent authority the L.O.A. (Letter of Acceptance) will be issued in favour of successful Bidder.
- b) Then within 15 (fifteen) days, on signing the agreement (on non judicial stamp paper of value Rs.100/-) and submission of Performance Security Deposit @ 5% by the bidder, the Director of Fisheries, Assam will award the contract to the Bidder whose Bid is determined to be substantially responsive to the Bidding documents and who offers the lowest evaluated price as will be accepted by competent authority.
- c) On acceptance of the Bid, the Bidder shall name in writing his accredited representative(s), would be responsible for taking instructions from the Department.
- d) On submission of the Performance Security Deposit by the successful bidder, the EMD/Bid Security will be returned to him by the authority

23. PAYMENT PROVISION:

- a) There is no provision of mobilization/ any other advance to the approved bidder.
- b) The Bidder should submit bill in triplicate duly certified jointly by Joint Director of Fisheries and Registrar of Directorate of Fisheries, Assam for quarterly payment.
- c) Non-payment of running payment is not a criteria for discontinuation of the awarded work by the contractor.
- d) The payment to contractor is subjected to availability of fund under SOPD.

24. WHERE THE BIDDER WILL QUOTE HIS RATE/VALUE? :

The Bidder have to quote the value/rate in the “**Form of Bid**” and “**Bill of Quantities**” (BOQ) which are part of the Financial Bid against the work in compliance to the provision of the para 19.11 (“Quoted Value/Rate” under “Terms and Condition”) above. The tenderer shall quote for all the items in BOQ failing which the bid shall be considered nonresponsive, incomplete and tender will be summarily rejected.

25. PROCESS TO BE CONFIDENTIAL

Information relating to the examination, clarification, evaluation and comparison of Bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other person officially concerned with such process until the award to the successful Bidder has been announced. Any effort by a Bidder to influence the Director of Fisheries, Assam in processing of Bids or award decision may result in the rejection of his Bid.

26. DETAIL SCOPE OF WORK/CONTRACTOR’S RESPONSIBILITIES FOR HOUSEKEEPING:

26.1 Area of work:

All open and covered area within the boundary of the Meen Bhawan, Guwahati will be in the scope of housekeeping services to be provided by the contractor.

Total Plot Area	: Approx. 6084.00 sq.m
Total Built-up Area (Ground) including paver block path	: Approx. 2832.00 sq.m
Total Landscape/Horticulture/marginal Area	: Approx. 3252.00 sq.m

26.2 General Requirements and Documentation: The bidder should maintain

- Organizational structure and line of authority
- Housekeeping manual and all SOP (Standard Operating Procedures)
- List of equipments used Colour coding
- On job training and documentation
- Description for each category of housekeeping
- Empathetic and polite behaviour with Officer and staff, visitors etc.
- Personal Protective Equipments for the Housekeeping staff
- COVID-19 vaccination of all housekeeping staff
- Maintaining records / details of
 - a) Amount of waste going out to outsourced agency
 - b) Complaint Book
 - c) Duty Roster / Deployment Sheet of Housekeeping Staff
 - d) Inventory of Stores
 - e) Accident / theft Register
 - f) Logs and checklists
- Female urinal/ bathroom should be attended by female staff only

26.3 Types of Services:

26.3.1 Daily Services:

Housekeeping/cleaning services should be provided round the clock on all days including holidays, so that all areas are spic and span i.e. neat and clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 9.00 AM where actual office work starts at 9:30 AM. Contractor will arrange manpower for special VIP visits, meetings, workshops, etc. at no extra cost. Housekeeping staff has to do the following activities for all rooms /blocks of all the floors, stores, all corridors including lift's floor and rooms and all covered and open areas as decided by the Director of Fisheries.

- 1) Cleaning, sweeping, wet mopping with disinfectant covered area like stair cases, cabins, lobbies, reception, pantries, corridors, ceilings, all rooms of office, training rooms, auditorium, lift's room and floors once a day in the morning as per direction.
- 2) Vacuum cleaning of room, carpet and upholstered furniture of the Director of Fisheries and other officers&staff rooms, conference hall etc. once in a day or as per requirement/direction.
- 3) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, fire fighting equipments, computer systems, doors, windows, furniture, window and table glasses, grills, curtains etc. Cleaning of Computers' peripherals, telephones, LCD panels etc with appropriate brushes and semi-wet mopping and clothing dry.
- 4) Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 2 times or as per requirement/direction. The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.
- 5) The worktables shall be cleaned with soap solution in the morning and each and every table to be kept ready neat and clean by 9.30 AM of each working days.
- 6) Spraying room fresheners in all rooms once a day basis or as per requirement/direction.
- 7) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, lavatory floors, all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers, brushing thoroughly to include below water level and under rims including areas at hinges and cistern handles, re-stocking

- toiletries including liquid hand soap, sanitizer, deodorizer, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. twice a day in the morning, afternoons and on call basis during daytime.
- 8) Cleaning of all open areas between the building and boundary including sweeping of roads, aprons, lawns, paths, cleaning open drains/apron drain etc or as per requirement/direction.
 - 9) Any additional work assigned by the Director of Fisheries, Assam. Once assigned an area the house keeping staff will be under the control and supervision of the Director of Fisheries, Assam on duty of that area.
 - 10) All glass windows, doors and aluminium partitions should be cleaned with appropriate soap solution on daily basis. Glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.
 - 11) The Contractor shall collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area as directed by the Authority. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account. The contractor may also dispose the garbage as per his own arrangement or through existing municipal corporation mechanism.
 - 12) Feeding the fish faunae in the flag hoisting pond with floating pelleted feed and maintaining the health of the fish faunae from any disease etc
 - 13) Plantation, watering, manuring, deweeding and maintenance of horticulture & gardening
 - 14) Reception service maintaining guest register at ground floor of meen bhawan and sentry house near gate- to check doubtful person, animal coming inside the campus

26.3.2 Every Alternate Day Service:

- 1) Cleaning & backwashing two iron filters (terrace and ground) every alternate day.

26.3.3 Weekly Services:

The deep cleaning of the entire area will be done by the Contractor once a week as under:-

- 2) Dusting of entire area including windows/window-panes/ doors / ledges / elevationframes etc.
- 3) Cleaning inside wall and floor of masonry overhead tank at terrace.
- 4) Cleaning of ceilings and high walls, removal of wash /spit stains on walls, cleaning of roofs, porches etc.
- 5) Maintaining all plumbing line including unclogging (using soda,salt,citric acid, hot water etc. for water supply pipe and drainex/chemical for bathroom outlet pipes) from overhead tank outlet points to bibcock/pillercock/urinal flush/commode flush/faucet point etc.
- 6) Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
- 7) Cleaning of all windows glasses and grills with detergent/cleaning agents.
- 8) Washing of roads, lawns/garden, paths etc. with high pressure Jet machine or as per requirement/direction.
- 9) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- 10) The Tenderer will make a cleaning program and submit to DoF for weekly cleaning so that DoF's concerned official / In charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
- 11) Refilling/exchanging the flag hoisting pond to maintain level of water with fresh water to make as and when required. Weekly clearing/unclogging the

- pipelines linked with flag hoisting pond
- 12) The Contractor will cover all the specified area of scope of work.
 - 13) The Contractor will provide the duty register to Director of Fisheries as required.
 - 14) The Contractor will maintain a Checklist record of all weekly services and submit.
 - 15) The Contractor shall clean the terrace once a week as per instruction of DOF.
 - 16) The Contractor shall clean & disinfect the Under Ground & Overhead Tanks weekly after emptying the water from the tanks as per instruction of DOF.
 - 17) The Contractor shall clean, backwash & disinfect the Under Ground & Overhead Tanks weekly after emptying the water from the tanks as per instruction of DOF.
 - 18) Pruning & cutting grass, unwanted shrub, plant by mechanized/manual way
 - 19) Cutting creepers etc. over the boundary wall all around and brooming/cleaning the walls inside/outside.
 - 20) Washing the main gate with detergent and mopping with dry cloth to keep it clean.

26.3.4 Waste Disposal management

- 1) The contractor will prepare a flowchart indicating the method of collection / disposal etc.
- 2) The contractor will teach and train his staff for collection / disposal work. The garbage will have to be disposed of at least thrice a day.
- 3) The contractor will make arrangement to collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area within the Directorate or as decided and directed by the Director of Fisheries.
- 4) Periodic clearing of septic tanks at ground with GMC cesspool and as and when required.

26.3.5 Pest and Rodent Control Services:

The Contractor will be responsible for any damage to human/machinery by any chemicals used by him. Any damage caused to machinery/books/document/files due to rodent and disinfection services in the areas covered under contract shall be made good by the Contractor.

26.3.6 Horticulture and Gardening Services:

- 1) The Contractor shall plant, maintain, secure and develop outdoor and indoor plants including grass in lawns by cutting hedges, watering, grass cutting & brooming etc.
- 2) The contractor has to procure necessary manpower, equipment etc. at his own cost.
- 3) The Contractor shall be responsible for any loss to the landscaping of this Directorate due to negligence of his staff or lack of service.

26.3.7 Housekeeping Monitoring and Control

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:-

1) Toilets Checklist: -

This is to be attached on the back of the toilet door. It is to be filled up by the supervisor /Housekeeping staff on hourly daily.

2) Management/Housekeeping Service Requirements / Complaints Report: -

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by

the Contractor will be registered at site on a computer and should be reported to the Director or any other designated official. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

3) Housekeeping services Complaint Register:-

This register is to be completed on the basis of information received by the Housekeeping Manager from Directorate of Fisheries, Assam, officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from DOF, etc. and necessary action is to be taken.

27. PENALTY CLAUSE:

27.1 In case there is a breach of any terms and conditions of the contract the authority reserves the right to impose the penalty as detailed below:

SL	Offences	Penalties (In Rupees)
1	Not found displaying photo ID	100/- per instance
2	Worker not in proper uniform	500/-per instance
3	Indulging in smoking/drinking/sleeping or any other misconduct during duty hours	1000/-with removal of the offender
4	Unsatisfactory performance	(i) Individual complaint: 500/-per instance. (ii) Adverse comment found in monthly report submitted by Housekeeping Authority for inspection: 5000/-per report.
5	Any machine out of order/deploying insufficient number of machine	1000/-per day
6	Wrong/improper chemical	1000/-per instance
7	Absenteeism/Under deployed	1000/-per instance
8	Complaints are not registered or not redressed	500/-per instance
9	Absence of personal protective gears	200/-per instance
10	For any other breach, violation or contravention of any terms and conditions	1000/-per day
11	In case the services remain consistently unsatisfactory for a period of more than 2weeks	Penalty of 5% of the annual contract value will be imposed

Note: Penalty will be recovered from the preceding bill or from the performance security deposit. In case it is recovered from the performance security than the bidder will have to deposit the corresponding amount before release of further payments. In case of any damang/loss/theft of property attributed to the personnel deployed by the contractor the cost of the same will be recovered from the contractor.

Sd/-
Director of Fisheries, Assam
Guwahati – 780016

FORM OF BID

NAME OF WORK :- ONE YEAR RATE CONTRACT FOR HOUSEKEEPING & FACILITY MANAGEMENT SERVICES IN THE DIRECTORATE OF FISHERIES, ASSAM AND ITS PREMISES UNDER SOPD, 2022-23

To The Director of Fisheries,
Assam, Guwahati

1. We offer to Execute the Works describe above and remedy any defects therein in conformity with the terms and conditions and Bill of Quantities and Addenda for the sum(s) of Rs.....
(Rupees.....) only.
inclusive of all the cost of manpower, materials & machines etc. including all taxes, cess, duties, charges and GST etc. No extra amount will be demanded by the undersigned.
2. We undertake, if our Bid is accepted, to commence the Works as soon as in reasonably possible after the receipt of the Director of Fisheries notice to commence the works comprised in the Contract for a period of 12 months.
3. We agree to abide by this Bid for the period of **180** days from the date fixed for receiving the same, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
4. Unless and until a formal Agreement is prepared and executed this Bid, together with your written acceptance thereof, shall constitute a binding contract between us.
5. We understand that you are not bound to accept the lowest or any tender you may receive.

Dated this _____ day of _____ /2022

Name of bidder/supplier _____

Signature of bidder/supplier _____

Address _____

BILL OF QUANTITIES

NAME OF WORK: - ONE YEAR RATE CONTRACT FOR HOUSEKEEPING & FACILITY MANAGEMENT SERVICES IN THE DIRECTORATE OF FISHERIES, ASSAM AND ITS PREMISES UNDER SOPD, 2022-23

We offer to execute the work and remedy any defects therein in conformity with the terms & conditions at following rates inclusive of all the cost of manpower, materials, machines, all taxes per year for the quantified housekeeping & facility management services work as specified in the bid document.

SL	Description of Bid	Quantity	Unit	Rate to be quoted by bidder		Amount (Rs.)
				In figure	In words	
1	2	3		4	5	6
1	Meen Bhawan Ground Floor, First Floor, Second Floor, Third Floor and plinth protection with drain (daily maintenance)	2062.00	Sq.m			
2	Paver block area (daily maintenance)	1439.00	Sq.m			
3	Uncovered ground area with plantation & gardening (weekly maintenance)	3252.00	Sq.m			
4	Meen Bhawan Terrace (cgi sheet & floor) (weekly maintenance)	2,018.00	Sq.m			
5	State Laboratory Ground Floor, First Floor, Terrace and plinth protection with drain (weekly maintenance)	475.00	Sq.m			
6	Prawn Hatchery Ground Floor and plinth protection with drain (weekly maintenance)	135.00	Sq.m			
Total Amount (in Figure)						
Total Amount (in Words)						

Dated this _____ day of _____ /2022

Name of bidder/supplier _____

Signature of bidder/supplier _____

Address _____

UNDERTAKING

1. Certified that I will not claim anything in any shape from the Government if the work order is curtailed or stopped at any stage for want of funds.
2. I, the undersigned, do hereby agree not to discontinue/slow progress the awarded work even if there is no Running bill payment.
3. I, the undersigned, do here by certify that all the statements made in the required attachments are true and correct.
4. I am agreeing to abide this bid for a period of 180 days for the data fixed for receiving the same and it shall be binding on us and may be accepted at any time before the expiration of that period.
5. The above-mentioned points will form a part of the Contract Agreement.
6. I do here by accept all T& C as per the NIT

Dated this _____ day of _____ /2022

Name of bidder/supplier _____

Signature of bidder/supplier _____

Address _____

UNDERTAKING REGARDING NOT BLACKLISTED

I/we/ M/s
(sole applicant/ Lead Member/ Member/ Affiliate) on behalf of
(bidder/firm/company) do hereby declare and
solemnly affirm that the individual/firm/company have not been blacklisted by Central
Government/ State Government/ PS/Autonomous body/ Supreme Court/ High Court of any State/
District Court of any State from participating in any Projects.

We further confirm that we are aware that, our Application for the captioned project would
be liable for rejection in case any material misrepresentation is made or discovered at any stage of
Bidding Process or thereafter during the agreement period and the amount paid (including
performance security deposit) shall stand forfeited without any further intimation.

Dated this the.....day of 2022

Name of Applicant.....

Signature of the Authorized Person.....

Name of the Authorized Person.....

BID VALIDITY UNDERTAKING

I/we/ M/s
(sole applicant/ Lead Member/ Member/ Affiliate) on behalf of
(bidder/firm/company) do hereby declare and
solemnly affirm that the individual/firm/company agree to abide this bid for a period 180 days for
the data fixed for receiving the same and it shall be binding on us and may be accepted at any time
before the expiration of that period.

Dated this the.....day of 2022

Name of Applicant.....

Signature of the Authorized Person.....

Name of the Authorized Person.....