

Appellate Tribunal for Electricity

Core-4, 7th Floor, Scope Complex,
New Delhi, the 11th May, 2010.

Call for quotations for House Keeping Services for the Appellate Tribunal for Electricity (APTEL)

The Appellate Tribunal for Electricity invites quotations for House Keeping Services for the office premises of the Appellate Tribunal for Electricity. The Scope of work and General Instructions for submitting quotations are given below:

1. The quotations are for providing the adequate House Keeping Services for the office premises of APTEL as detailed below:
 - a. **Office premises situated at 7th Floor of Core-4, SCOPE Complex [approximately 10300 Sq.ft. area with 4 officers' toilets and 2 General public toilets];**
 - b. **Office premises at Core-5 of SCOPE Complex [at 6th Floor (1600 sq.ft. with one officers' toilet) and at Ground Floor(2000 sq.ft. approx)].**
2. **Period:** The contract will be initially for one year from the date of supplying / start utilizing the services by the APTEL. The period of contract may be further extended, on mutually agreed terms and conditions, or may be curtailed / terminated at any time before the normal tenure owing to cessation of requirement or deficiency in service or substandard quality of manpower deployed by the service provider. Further, the Tribunal reserves the right to terminate the contract at any time even before the expiry of one year period.
3. **Eligibility Criteria & Qualification of the service provider**
 - a. The agency must have been registered under the Contractor Labour (Regulation and Abolition) Act, 1970 and have a valid labour License;
 - b. The agency must pay salary to its employees as per the payment of Minimum Wages Act. Copy of acquaintance should be attached along with the bills for claiming payment monthly.
 - c. Must have experience in providing such services earlier. The list of clients for whom the agency is providing similar services may be provided for records and future reference.
4. The quotations should accompany with a copy each (duly attested by a Gazetted Officer) of the following:
 - (a) Certificate of Registration;
 - (b) Copy of PAN/GIR Card
 - (c) Registration of ESI;
 - (d) Registration of EPF;
 - (e) Registration of Service Tax with TAN No.
 - (f) Company Profile and list of clients, if any.
 - (g) Experience certificate alongwith IT return filed for the last three years
5. The quotations complete in all respect should be in a sealed cover and addressed to the Registrar, Appellate Tribunal for Electricity, Core-4, 7th Floor, SCOPE Complex, Lodhi Road, New Delhi – 110003 should reach latest by **26th May, 2010 at 17.00 hours**. Quotations received after the due date and time due to any reason what so ever including postal delays shall not be considered. The tender cover must be superscripted "**TENDER FOR HOUSE KEEPING SERVICES**".

6. The Quotations will be opened **on 28th May, 2010 at 11.30 hours** at the office premises of the APTEL, SCOPE Complex, in presence of the representatives of the agencies. The rates should be quoted only as per format given in Annexure. Conditional bids, quotations without the documents specified in para 4 above shall not be considered and will summarily be rejected. No overwriting/cutting is permitted and in such cases the quotations will be rejected
7. **EMD:** An Earnest Money Deposit (EMD) of **Rs.10000/- (Rupees Ten Thousand only)**, in the form of an account payee Draft of any Nationalized Bank in favour of Pay & Accounts Officer, Ministry of Power, New Delhi, must accompany each tender bid. Bids without the Draft for EMD shall be summarily rejected. In case the agency is not selected, the EMD will be refunded without any interest. The EMD of selected agency will be adjusted against the Security Deposit as stated in para 12 below.
8. The agency that has quoted the lowest rate on the basis of “Total charges” (including persons to be deployed for cleaning and other works) in Annexure-II will be selected; however the decision of Chairperson, APTEL will be final. If the lowest quoted agency does not accept the order, their EMD will be forfeited. **The rates quoted should ensure that the personnel deployed for this service contract are paid as per the statutory norms including the Minimum wages, as prescribed by the Government of Delhi from time to time, and the statutory benefits like PF, ESI, Bonus etc.** (A copy of the latest minimum rates of wages issued by the Delhi Government should be enclosed with the quotation). Any discounts offered or other charges that are levied should be clearly/expressively indicated.
9. The details of work to be carried out is given at Annexure-I.
10. The agency shall –
 - a. The agency shall mobilize necessary safaiwalas / cleaning boys (minimum 3 persons) so that the office is clean before the normal official duties are started every day. Further necessary staff should be deployed during the office hours so that immediate and necessary cleaning/sweeping/mopping duties are done.
 - b. Ensure that the personnel to be deployed should be a bonafide citizen of India and experienced, physically, mentally and medically fit regular employee of the supplying agency.
 - c. The personnel posted by the supplying agency shall be on the roll of the supplying Agency and have no right for any claim of regular Govt. in any circumstances.
 - d. The safaiwala and person to be deployed shall be well behaved and in case it is felt by the APTEL that any personnel deployed is not suitable for carrying out his duties, then the personnel is to be replaced immediately by the agency;
 - e. The agency shall be responsible for all risks involved, liabilities and obligations arising out of this contract under any provisions of law in force from time to time.
 - f. The agency has to ensure that the persons deployed for the job are reliable and should obtain proper police verification before deployment
 - g. Ensure that the personnel deployed for this service contract are paid as per the statutory norms including the Minimum wages, as prescribed by the Government of Delhi from time to time, and the statutory benefits like PF, ESI, Bonus etc. Responsible for ensuring satisfactory execution of the job as well as compliance of all statutory requirements/benefits.
 - h. The monthly wages for the month in which the persons deployed should be made in the subsequent month but not later than 7th of each month.
 - i. The persons deployed in this Tribunal will be on the roll of the supplying Agency and have no right for any claim of regular employment in the Tribunal / Govt. service;
 - j. The agency should provide necessary material, chemical, pesticides and other necessary machines etc. cleaning and proper maintenance of office premises including its furniture.

11. **Payment Procedure**

- a. Pre-receipted monthly bills (in triplicate) shall be submitted by the Agency for the services provided in the preceding month after making payment to the deployed staff. The bills shall be processed and paid within a reasonable time. The bills should be submitted alongwith proforma/certificates as required by the APTEL, ESI challan, PF account details of the personnel deployed etc.
- b. **DEDUCTIONS:** In the event of less than adequate deployment of personnel or non supply of cleaning material, chemical, pesticides and other machineries, necessary deduction (either on proportionate rate or to the extent of expenditure as assessed for doing the work properly or an amount as may be fixed by the APTEL), would be made by this Tribunal. If cleaning services for particular site is withdrawn by the Tribunal either on temporary basis and/or on permanent basis, pro-rata deduction would be made by this Tribunal.
- c. **TDS:** TDS at the prescribed rate from time to time would be made from the bills in accordance with the provision of Income Tax Act, 1961.
- d. Any other deductions mandated by the prevailing laws applicable to such contracts would also be made.

12. **SECURITY DEPOSIT:** An amount of 10% from the running bill shall be deducted as security deposit. Security deposit shall be retained by APTEL as contract performance guarantee. The EMD deposited along with the quotations will be adjusted against the Security Deposits to be deducted on the running bills. The Security Deposit shall be refunded on expiry/completion of the contract, if not extended further. In the event of the agency failing to comply with any provision of the contract the security deposit shall be forfeited by APTEL. No interest shall be payable by the Tribunal on the Security Deposit.

13. **Fore-closure of the service contract in full or part :**

- a. The Tribunal reserves the right to reduce in part or full the scope of the contract during the period of award of contract. The payments would also be adjusted on pro-rata basis as determined by the Tribunal. The revised payment would be accepted by the Agency.
- b. APTEL reserves the right to terminate the contract earlier either in part or in full. In the event of such termination, Agency shall be paid for the actual work performed till the date specified in the notice.

14. **Penalty for non-performance/under-performance:** If the Agency fails to provide competent and adequate number of personnel for satisfactory completion of the Tribunal work or in case of any delay in deployment of personnel shall be deducted proportionately.

15. **Settlement of Disputes & Arbitration:** 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 be referred to the sole arbitration of mutually agreed person appointed by the Chairperson, Appellate Tribunal for Electricity, New Delhi.

16. **Supervision of the services and manpower deployed:**

- a. The Agency may depute a senior person responsible for monitoring the quality performance and presence of the manpower deployed for the Tribunal.
- b. The person deployed must be well mannered and loyal and if any time found to be guilty of mis-conduct in any matter, the concerned personnel may be replaced by the agency immediately, and such personal shall not be redeployed for duty again.
- c. The Agency should ensure that the person deployed, while on duty, is well behaved and also discipline like non-consumption of alcohol and smoking.

- d. Any theft or mis-conduct by the personnel deployed, during the course of their work, shall make the service provider as well as the person concerned liable for penal action under IPC, Cr.P.C. or any other relevant provisos besides, action for breach of contract.
 - e. Agency shall be held responsible in case any of the person engaged by them creates unwanted situation, unnecessarily shouts, raises slogans against any officer/person within the office premises or during the period of the job order. This act shall be considered as breach of the job assignment and shall be dealt with as may be deemed fit by the APTEL; Agency shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
 - f. Agency shall be solely responsible for any loss or damage to APTEL's property while it is in his charge during the period of the job order/ assignment.
 - g. In case it is felt by the APTEL that any person engaged by the Agency is not suitable for carrying out the job inside the APTEL premises then the person is to be replaced immediately by the Agency.
17. The contract is further subjected to the conditions that
- a. The work shall be carried out properly and of full satisfaction.
 - b. The Agency shall have no claim against APTEL in respect of any work withdrawn from them at any point of time during the period of the contract order or reduction in scope of services.
 - c. The Agency shall ensure that no problem pertaining to their employees is passed on to APTEL, fully or, partly in any manner whatsoever.
 - d. APTEL shall not be responsible or pay any claim or damages/ cost other than rates agreed to in the job order/ assignment.
 - e. The agency should not assign or sub-let the contract or any part of it to any other agency. The penalty for non-compliance shall be revoked including forfeiture of the Security Deposit.
 - f. APTEL reserves the right to withdraw / relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.

DETAILS OF WORK COVERED UNDER HOUSE KEEPING

- a) Cleaning, sweeping moping and wiping of floors, staircase of different types on daily basis or as required by Officer In-charge
- b) Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.
- c) Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
- d) Lifting, carrying and disposing the dead birds animals, rats, insects etc. if found in and around the office building.
- e) Clearing of any chokages in the drainages, manholes etc.
- f) Removal of beehives and cobwebs/honey webs from the office building and its premises.
- g) Continuous moping to be done at reception floor during office hours (9.00 AM to 6.00 PM)
- h) Cleaning and sweeping of open area including balconies and roof tops with brooms.
- i) Cleaning (including vacuum and surf washing) of Chairs, Sofas, tables of the officers and court rooms.

PROCEDURE FOR EXECUTION OF WORK:

- (i) 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.
- (ii) 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.
- (iii) 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.
- (iv) All the rooms having no carpet shall also be cleaned thoroughly with soap and water.
- (v) All projections/balconies shall also be cleaned thoroughly. Also the opening of choked drains wherever required shall be taken up.
- (vi) Finally wax polish shall be applied on floor and rubbed thoroughly to leave the floor dry and shining.

WORK TO BE CARRIED OUT DAILY:

- i) Cleaning of general toilets at least six times daily with phenol and detergent etc. Maintain the toilets floors dry during office hours. Regular cleaning of windows and window sills of all toilets. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing systems of all toilets are to be checked at regular interval every day. Naphthalene balls, air purifier, liquid soap and paper rolls are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- 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 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, electrical rooms once a day during office hours.
- v) Cleaning of office working areas, removing dust from floors, windows, doors, furniture, fixtures, telephones, cupboards, air conditioners, almirahs, cabinets, glass pans, 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) To clean glass panes on doors, windows & partitions with soap/cleaning agent.
- viii) Cleaning of chokage in sewer and pumping lines within premises when required.
- ix) Cleaning gulley trap and manholes with in Scope premises as and when required.
- x) Cleaning of duct and shaft spaces, garbage, removal and putting them in dustbin kept outside the building.
- xi) Cleaning/removal of any type of stains from the building premises and staircases
- xii) Cleaning sweeping and wiping of floors, furniture and hand washing area etc. during office hours
- xiii) Cleaning of lift walls with silver/brass liquid cleaner.
- xiv) Applying mosquito/rat pesticides
- xv) Room fresheners in all office area to be used daily in the morning and as and when required. Pesticides/Room fresheners should be of ISI Mark or of standard Make.

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 atleast once in a week.
- ii) Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherette upholstered sofa sets and chairs with soap solution/cleaning agent of approved quality.

JOBS TO BE CARRIED OUT FORTNIGHTLY:

- i) Polishing of brass items with approved brass cleaning material.
- ii) Dusting of false ceiling etc. with soft broom and cloth.
- iii) Cleaning of sofa sets with soap water/vacuum cleaners.
- iv) Lift Lobby and all toilets floors and other areas as may be directed by Officer In-charge shall be cleaned with floor scrubbing machine.

JOBS TO BE CARRIED OUT ON MONTHLY BASIS:

- (i) All floors in common area floors including stair cases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be properly polished with wax polish.
- (ii) Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Engineer In-charge.

**RATES FOR PROVIDING HOUSE KEEPING SERVICES
IN THE APPELLATE TRIBUNAL FOR ELECTRICITY**
(Overwriting or cutting may lead to rejection of the quotation)

1. Name of Company/ Firm/Agency:
2. Details of Earnest Money Deposit : Rs.10000/- (**Rupees Ten Thousand Only**)
D.D/P .O. No. & Date:
Drawn on Bank:
3. Rates are to be quoted in both figures and words
(inclusive of all statutory liabilities, taxes, and levies, cess etc.)

Rs. _____ (Rupees)

Details/break up of Rates Quoted

Sl. No	Component of Rate	Amount per month (in Rs)
1.	Charge for Housekeeping per month *	
2.	Any other liability (Pl. indicate)	
3.	Contracts Adm./Services Change	
4.	Service Tax Liability @ _____ %	
5.	Total amount quoted	

* The rates quoted should ensure that the personnel deployed for this service contract are paid in accordance with Minimum Wages Act, 1948 and as per the statutory norms including the Minimum wages, as prescribed by the Government of Delhi from time to time, and the statutory benefits like PF, ESI, Bonus etc. (including the employers' contribution etc.)

Date:
Place:

Signature of authorized person
Full Name:
Seal