



## GOVERNMENT OF ASSAM

ASSAM STATE DISASTER MANAGEMENT AUTHORITY (ASDMA)  
ANCILLARY BLOCK, JANATA BHAWAN, DISPUR, GUWAHATI-781006

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No: - ASDMA.61/2011/314

Dated: 06.02.2021

**REQUEST FOR PROPOSAL FOR ENGAGEMENT OF REGISTERED FIRM/AGENCY ON HOUSEKEEPING SERVICES FOR ASSAM STATE DISASTER MANAGEMENT AUTHORITY (ASDMA) FOR A PERIOD OF 2 (TWO) YEARS.**

Sealed proposal affixing Court Fee Stamp of Rs 10/- only are invited by ASDMA, Assam, from reputed and registered Firms/Agency on Housekeeping Services for Assam State Disaster Management Authority (ASDMA). The details of RFP document may be obtained from official website of ASDMA i.e. <https://asdma.assam.gov.in/> & <http://www.asdma.gov.in/> . The detailed fact sheet are stated below:-

Date of issuing RFP:	06.02.2021 (9.00 AM)
Pre bid Meeting:	11.02.2021 (11.30 AM)
Last Date and Time of receipt of RFP :	19.02.2021 (2.00 PM)
Date and Time of opening Of Proposal:	19.02.2021 (2.30 PM) Conference Hall, ASDMA
Place of opening RFP :	Assam State Disaster Management Authority (ASDMA), Janata Bhawan, Dispur-781006.

**Address for Communication:** The Chief Executive Officer, Assam State Disaster Management Authority (ASDMA), Janata Bhawan, Dispur-781006.

Proposal received after the closing date & time shall not be entertained. The undersigned reserves the right to accept or reject any proposal without assigning any reason thereof.

**Deputy Secretary & SPC**  
Assam State Disaster Management Authority

**REQUEST FOR PROPOSAL FOR ENGAGEMENT OF REGISTERED FIRM/AGENCY ON HOUSEKEEPING SERVICES FOR ASSAM STATE DISASTER MANAGEMENT AUTHORITY (ASDMA)**

Sealed proposal affixing Court Fee Stamp of Rs 10/- only are invited by ASDMA, Assam, from reputed and registered Firms/Agencies on Housekeeping Services for Assam State Disaster Management Authority (ASDMA). Interested parties are requested to submit their proposal along with the specified documents which will be received till **19.02.2021 (2.00 PM)**. The proposal may be sent by hand in sealed cover addressed to "The Chief Executive Officer, Assam State Disaster Management Authority (ASDMA), Janata Bhawan, Dispur-781006". Proposal received after the closing date & time shall not be entertained. The undersigned reserves the right to accept or reject any Proposal without assigning any reason thereof.

**1. Last Date for Receipt of Proposal:**

Sealed Proposal in three separate covers {**Eligibility Criteria (Cover "A")**, **Technical Proposal/Bid (Cover "B")** and **Price Bid Schedule (Cover "C")**} under **Single Envelop** will be received till **19.02.2021 (2.00 PM)** by the Chief Executive Officer, Assam State Disaster Management Authority (ASDMA), Janata Bhawan, Dispur-781006.

**2. Scope of the Work:**

**a) Area Coverage for Housekeeping Services:**

LOCATION	APPROX. COVERED AREA	APPROX. UNCOVERED AREA	TOTAL AREA
Office premises of ASDMA within the Janata Bhawan (Civil) Campus opposite the Secretariat Branch of State Bank of India (Ancillary Block-I), Dispur, Guwahati - 781 006.	6877 ft. <sup>2</sup>	1400 ft. <sup>2</sup>	8,277 ft. <sup>2</sup>

**b) Broad Details of Scope of Work:**

- (i) Cleaning of office working areas, including windows, doors, furniture, fixtures, telephones, cup-boards, air conditioners, filing almirahs, cabinets, glass-panes, computers etc. with dry / wet duster and or with suitable cleaning agent. Mopping of floors with phenyl.
- (ii) Cleaning of corridors staircases and common area with phenyl in the morning and with plain water continuously.
- (iii) Cleaning of all toilets at least three times daily (at 8.30 AM, 12.00 AM & 3.30 PM) with phenyl and detergent etc. and maintain the toilet 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.

- (iv) Collection of waste paper from rooms, waste paper baskets, lobbies and putting in bags at the specified location.
- (v) Regular cleaning of glass-panes on doors, windows & partitions with soap / cleaning agent.
- (vi) Cleaning of blockage in sewer and pumping lines within premises as and when required.
- (vii) Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.
- (viii) 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, lobby etc.
- (ix) Maintenance of lawns & surroundings, cutting of hedges and cutting / shaping of plants.
- (x) 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.
- (xi) Cleaning of fabric upholstered sofa-sets with vacuum cleaners and leatherette upholstered sofa-set and chairs with soap solution / cleaning agent of approved quality.
- (xii) Cleaning of brass letters by brasso (polish).
- (xiii) Roof top to be cleaned with broom and all garbage to be removed once a month.
- (xiv) The successful bidder will provide the housekeeping services to ASDMA premises during working hours (8.30 AM - 5.00 PM) on all working days, including State & National Holidays (if required).

**c) GENERAL:**

- (i) The Contractor has to provide work force 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 office administration.
- (ii) The bidder shall survey the area and make assessment of the manpower requirement on their own before bidding.
- (iii) The Contractor shall employ adult and skilled labourers only. Employment of child labour will lead to the termination of the contract. The Contractor shall also be responsible for payment by following the Minimum Wages Act, as applicable, and also of obeying all existent Labour Laws.
- (iv) The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities.

The Contractor must also ensure that they are of decent character, sound health and possess general abilities to carry out the required works and are also able to read instructions written in Assamese / English.

- (v) The Contractor shall provide Identity Cards / Uniforms to the workers.
- (vi) ASDMA reserves the right to bar any worker, employed by the Contractor, for carrying out the works, if there happens to be any doubt about his / her integrity, conduct and character. The decision of ASDMA in this regard shall be final and binding on the Contractor.
- (vii) The Contractor shall ensure proper supervision of the work on daily basis. The contact number of the person deputed for supervision shall be intimated to the ASDMA office.
- (viii) The Contractor must possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by ASDMA. All materials / consumables and other related items are to be provided by the Contractor and the same should bear ISI mark or in conformity with the specification / make keeping in view good quality / standard. The Contractor shall assess the quantity of consumables to be used and supply them in advance and store them at the allotted space on fortnightly basis. The stores are to be replenished at least 5 days in advance. Consumables shall be issued every morning in presence of an official authorized by ASDMA.
- (ix) The Contractor will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The Contractor will also ensure segregation of bio- degradable and non-bio-degradable garbage. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by GMC.
- (x) As the workers of the Contractor will have accessibility to the general records of the office, it will be incumbent on the part of the Contractor and the employees under him to observe utmost discipline and due care in handling the records so as to avoid damage, theft and leakage of information. Any lapse on this account shall be treated as violation of the contract and consequently invite / invoke punitive clause of the RFP document. Further, the Contractor shall be responsible for making good the damages, if done.
- (xi) Each Monthly Bill must accompany the following : -
  - a. List showing the details of labourers / employees engaged.
  - b. Duration of their engagement.
  - c. The amount of wages paid to such labourers / employees for the duration in question.
  - d. Amount of EPF / ESI contributions (both employer's & employees' contribution) for the duration of engagement in question, paid to the EPF / ESI authorities.
  - e. Copies of authenticated documents of payments of such contribution to EPF / ESI authorities.

- f. A declaration from the contractor regarding compliance of the conditions of EPF / ESI Act.
- g. No bills can be claimed if service deficiency notice is issued.

If required, due to exigencies of work, the contractor may have to provide manpower during Sundays / Government holidays.

**3. If there is less number of workers than that agreed upon on any given day a penalty of Rs. 272/- day per person shall be imposed by ASDMA.**

**4. Eligibility Criteria- Cover "A":**

The bidder should furnish the following in a separate cover hereinafter called "Cover A". ***Court Fee Stamp of Rs 10/- must be affixed in the Cover Letter.***

Sl. No.	Eligibility Criteria
A	The Legal status, place of registration and principal place of business of the company or firm or partnership, etc. Self-attested Copy of the Certificate of registration/Incorporation.
B	Details of experience and past performance of the bidder on Housekeeping Services in State/Central Govt. Sector/PSUs executed during the last two (2) years. Signed photocopy of work order should be furnished.
C	Bidder should have Average Annual Turnover of 5.00 Lakhs during the last three completed financial years i.e. 2017-2018, 2018-19, 2019-20. Photocopy of Audit reports or Annual Turnover Statement certified by CA should be attached. Annexure-II.
D	The Bidder should submit GST Registration Certificate (as applicable) and PAN Card.
E	Earnest Money Deposit (EMD) amounting to Rs.10,000/- (Rupees Ten Thousand) only
F	Undertaking as per Annexure-I duly filled in and signed.

**5. Technical Proposal- Cover "B":**

The bidder should furnish the following in a separate cover hereinafter called "**Cover B**".

Sl. No.	Technical Criteria
A	Firm/Agency will specify their <b>work plan</b> : <ul style="list-style-type: none"> <li>● Number of Workers to be deployed.</li> <li>● Time/ daily scheduled of these workers i.e. number of workers that will be present at any time of the office hours.</li> <li>● Cleaning schedule of the office premises (inside) and outside (in Lawn)</li> <li>● Details of needful infrastructure, Gadgets and other material required for smooth functioning of housekeeping services.</li> </ul>

## **6. Price Bid Schedule- Cover "C":**

Cover "C" shall contain the Price Bid of the bidder.

(i) Signature and Seal on each page

Each page of the price bid should be duly signed by the bidder affixing the office seal.

(ii) Rates quoted

The bidder shall submit the Price Bid (Cover – C) in the format at Annexure-IV. The rates quoted shall be inclusive of all taxes and any other charges. The component of Tax should also be shown separately.

The bidder shall put the duly signed Annexure-IV in a sealed cover super scribed as "PRICE BID COVER "C" and addressed to The Chief Executive Officer, Assam State Disaster Management Authority (ASDMA), Janata Bhawan, Dispur-781006, Assam.

## **7. Earnest Money Deposit (EMD):**

- a) Bidders are required to submit Earnest Money Deposit (EMD) as Bid Security for an amount of Rs. 10,000.00 (Rs. Ten Thousand only). Bids without EMD will be rejected.
- b) The EMD shall be in Indian Rupees and shall be in the form of Demand Draft/Banker's Cheque or Bank Guarantee issued by any Scheduled Bank in India, drawn in favour of the CEO, Assam State Disaster Management Authority, payable at Guwahati, and shall be valid for at least 180 days. Such negotiable instrument should be valid for at least sixty (60) days beyond the validity of the Bid.
- c) EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30<sup>th</sup> day after the award of the contract.
- d) The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Bank Guarantee from them as called for in the contract.

## **7. Cover For Eligibility Criteria, Technical Proposal/Bid & Price Bid:**

The three separately sealed covers Eligibility Criteria (Cover "A"), Technical Bid (Cover "B") and Price Bid (Cover "C")} shall be placed together inside a Single Cover which shall be sealed and super scribed as **REQUEST FOR PROPOSAL FOR ENGAGEMENT OF REGISTERED FIRM/AGENCY ON HOUSEKEEPING SERVICES FOR ASSAM STATE DISASTER MANAGEMENT AUTHORITY (ASDMA)** and addressed to "The Chief Executive Officer, Assam State Disaster Management Authority (ASDMA), Janata Bhawan, Dispur-781006, Assam".

## **8. OPENING OF COVER "A", "B" AND "C" OF RFP:**

- (a) Bidders or their authorized representatives are entitled to be present on the date and time of opening of Eligibility Criteria - Cover "A" & Technical Bid - Cover "B".

(b) Only those bidders whose Eligibility Criteria & Technical Bids are found acceptable after evaluation will be invited to be present at the date and time of opening of Price Bid - Cover "C". The price bids of bidders not found technically qualified will not be opened.

#### 9. EVALUATION OF BIDS:

a) The evaluation would consist of following phases:

Phase I: Evaluation of Eligibility Criteria.

Phase II: Evaluation of Technical Bids.

Phase III: Evaluation of Financial Bids.

Phase IV: Combined Evaluation of Technical and Financial Bids.

b) **Phase I:** Evaluation of Eligibility Criteria:

In this part the Agency will be evaluated for the fulfillment of the conditions specified in the Eligibility Criteria under Clause 3.

c) **Phase II:** Evaluation of Technical Bids:

In this part the technical bid of only those agencies who have qualified the Phase I i.e. Eligibility Criteria will be evaluated.

The technical bid will be analysed and evaluated on:

- Number of Workers to be deployed.
- Time/ daily scheduled of these workers i.e. number of workers that will be present at any time of the office hours.
- Cleaning schedule of the office premises (inside) and outside (in Lawn)
- Details of needful infrastructure, Gadgets and other material required for smooth functioning of housekeeping services.

The technical bid will be analyzed and evaluated and the technical bid marks shall be assigned to each bid on the basis of evaluation matrix at Annexure-III.

d) Analysis of technical bid:-

- i. In this part, the technical bid will be analyzed and evaluated and the technical bid marks ( $S_{tm}$ ) shall be assigned to each bid on the basis of evaluation matrix.
- ii. Each competency group will have Minimum Qualification Score and only those Technical Bids receiving marks greater than or equal to cut-off marks in each competency group will be eligible for consideration in financial bids. If required, the Authority may seek specific clarifications from any or all bidder(s) at this stage. The Authority shall determine the bidder that qualify for the next phase after reviewing the clarifications provided by the bidder(s).

iii. **Technical Bid Score:** The Technical Bid Score 'St' of the bidder shall be derived as under

$$S_t = (S_{tm}/S_H), \text{ where}$$

$S_t$  is the Technical Bid Score

$S_{tm}$  = Total technical bid marks of the bid under consideration

$S_H$  = Highest total technical bid marks amongst all evaluated bids

- iv. The Authority reserves the right to modify the evaluation process at any time during the bidding process, without assigning any reason, whatsoever, and without any requirement of intimating the bidder of any such change. At any time during the process of evaluation the
- v. Authority may seek specific clarifications from any or all Bidder.
- vi. Phase III: Evaluation of Financial Bids:

In this phase, the Financial Bids of the bidders, who are technically qualified in Phase II, shall be opened. Formula to determine the scores for the Financial Bids shall be as follows

$$S_f = (F_L / F),$$

**Where**

$S_f$  is the Financial Score

$F_L$  is the value of lowest Commercial Bid

$F$  is the price quoted in the bid under consideration

- e) Phase IV: Combined Evaluation of Technical & Financial Bid
  - i. The Total score of the bidder will be determined as under

$$\text{Total Score } (T_s) = (70 \times S_t) + (30 \times S_f)$$

- f) The Bid of the Bidder, who obtains the highest  $T_s$  value, will be rated as the best Bid. In the event of a tie, the bid with the highest technical score ( $S_t$ ) will be rated as the best bid. Beyond that, Authority will decide the matter in its full discretion.
- g) The Authority will award the Contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the best bid, provided further that the bidder is determined to be qualified to perform the Contract satisfactorily. The Authority shall however not bind itself to accept the best bid or any bid and reserves the right to accept any bid, wholly or in part.

#### **10. VALIDITY OF BID:**

Bids shall remain valid for acceptance for a period of 90 days after date of submission; Bids with shorter validity shall be rejected. RFP Inviting Authority may solicit bidders consent for an extension of validity period.

#### **11. VALIDITY OF OFFER OF SUCCESSFUL BIDDER:**

The validity of offer of the successful bidder shall be till completion of acceptance of Terms & Condition on House Keeping Services from the date of issuing order and the successful bidder will be bound to execute the work at the quoted rate without any changes. ASDMA reserves the right to place Repeat order for additional services up to 15% of the original services at the same rate and terms & conditions of the award of contract order within 1 year from the date of issue of purchase order.



**12. INSPECTION AND TESTS:**

The Purchaser or its representatives or ultimate client shall have the right to inspect and test the goods for their conformity to the specifications. The Purchaser may also appoint an agency for this purpose. The service level agreement shall specify what inspection and tests the Purchaser requires and where they are to be conducted. In case the tested goods fail to conform to the specifications, the Supplier shall either replace the rejected goods or make alteration necessary to meet the specifications requirements free of cost to the Purchaser. Notwithstanding the pre-supply tests and inspections, the Goods on receipt in the Purchaser's premises shall also be tested and if any Goods or part thereof is found defective, the same shall be replaced free of cost to the Purchaser. If any Goods before it is taken over is found defective or fails to fulfill the requirements of the contract, the Purchaser shall give the Supplier notice setting forth details of such defects or failures and the Supplier shall make the material good or alter the same to make it comply with the requirements of the contract and in any case within a period not exceeding 1 month of the initial report. These replacements shall be made by the Supplier, free of all charges, at the site(s)

**13. ACCEPTANCE OF PROPOSAL:****(i) Evaluation**

RFP Documents will be evaluated with reference to various criteria of technical bid and thereafter on the basis of the price per unit for determining the L1 (Lowest) for each item.

**(ii) Right to Reject Bids**

RFP Inviting Authority reserves the right to accept the proposal or to reject the Proposal for all items or for any one or more of the items at any point of time without assigning any reason.

**(iii) Proposal Acceptance**

The acceptance of the proposal will be communicated to the successful bidder in writing.

**14. NON ASSIGNMENT OR SUB- LETTING:**

The bidder shall not, at any time, assign, sub-let or make over the contract or the benefit thereof or any part thereof to any person or persons, whatsoever.

**15. COMMUNICATION:**

All notices or communications relating to or arising out of the agreement or any of the terms thereof shall be considered duly served on or given to the bidder if delivered to him or left at his premises, places of business.

**16. Payment terms:** Payment will be made on monthly basis, against invoice with PAN number, raised by the Dealer and subject to their satisfactory performance, to be certified by the customer/ user.

TDS, Service Tax, GST and any other applicable taxes as per prevailing rates, will be deducted before making the payment.

The maintenance charges quoted by the dealer shall be on yearly basis inclusive of all taxes and levies applicable.

No escalation of price shall be permitted on any grounds.

**17. SUB-LETTING**

The Bidder cannot assign or transfer and sub-contract its interest/ obligations under the contract without prior written permission of the Purchaser.

**18. PERFORMANCE BANK GUARANTEE (PBG)**

The bidder is required to submit PBG for an amount equivalent to 10% of the P.O. value valid up to end of Agreement.

**19. ARBITRATION**

Any dispute whatsoever in any way arising out of or relating to the contract shall be referred to arbitration of by The Chief Executive Officer, Assam State Disaster Management Authority (ASDMA), Janata Bhawan, Dispur-781006 or to the sole arbitration of some person nominated by him.. The award of the arbitrator shall be final, conclusive and binding on all parties.

**ANNEXURE- I**

**UNDERTAKING:**

To  
The Chief Executive Officer,  
Assam State Disaster Management Authority (ASDMA),  
Janata Bhawan, Dispur-781006.

RFP No. \_\_\_\_\_  
For \_\_\_\_\_

Sir,

1. I, Shri \_\_\_\_\_, on behalf of M/s \_\_\_\_\_ having registered office at \_\_\_\_\_ and branch office at-----, do hereby declare that I have gone through the terms and conditions mentioned for the above and undertake to comply with all terms and conditions. The rates quoted by me/us are valid and binding on me/us for acceptance during the period of Service on House Keeping Services from the date of award of Order to us.
2. The RFP inviting authority has the right to accept or reject any or all the bidder without assigning any reason.
3. We understand all the terms and conditions of the contract and bind myself/ourselves to abide by them.
4. We hereby declare that there is no vigilance/CBI or court case pending/contemplated against us at this moment.
5. We hereby declare that, our Firm has not been debarred by any PSU/Govt. Dept. in doing business with them.

SIGNATURE:

NAME & DESIGNATION:

DATE:

NAME & ADDRESS OF THE FIRM:

**Annexure-II**

**ANNUAL TURNOVER STATEMENT OF THE BIDDER (To be submitted with Audit Report of last three Financial Years)**

The Annual Turnover of M/s \_\_\_\_\_ for the past three years are given below and certified that the statement are true and correct.

Sl No.	Year	Turnover in Lakh
1.	2019-20	
2.	2018-19	
3.	2017-18	
Total		- Rs. _____ Lakhs

Seal & Signature of Chartered  
Accountant/Auditor  
Date:

## Evaluation Matrix

Sl. No.	Bid Components (documents related to below mentioned criteria should be duly certified by the bidder and submit the same along with their technical bid document)	Weightage in Technical Score	Minimum Qualification Score	
1.	<b>Experience of the Firm</b>	20 marks	10 marks	
	Proven experience for Housekeeping Services of the same in Govt./ PSUs/autonomous bodies/Authority for at least one projects of value not less Rs 2 Lakhs during last 2 years:			
	1 Order.			10 marks
	2 Order			15 marks
	3 or above order	20 marks		
2.	Number of Workers to be deployed.		40 marks	
	I. 3 - 6 workers	20 marks		
	II. 6 - 8 workers	40 marks	20 marks	
3.	a) Time/ daily scheduled of these workers i.e. number of workers that will be present at any time of the office hours. b) Cleaning schedule of the office premises (inside) and outside (in Lawn)	20 marks	10 marks	
4	Details of needful infrastructure, Gadgets and other material required for smooth functioning of housekeeping services.	20 marks	10 marks	
<b>Total</b>		<b>100 marks</b>	<b>50 marks</b>	

Annexure IV

**COVER 'C' – PRICED BID**

RFP No. \_\_\_\_\_

Rate inclusive of supply, transportation and other charges.

Sl. No.	Description of Work	Monthly Rate (In Rs)	Total amount for 2 years (In Rs)
1	Housekeeping services for ASDMA, Janata Bhawan as per Scope of the Work.		
	Total		
	Taxes & other Charges.		
	Grand Total.		

SIGNATURE :

NAME & DESIGNATION :

DATE :

NAME & ADDRESS OF THE FIRM :

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