



**TENDER DOCUMENT**

**FOR**

**PROVIDING HOUSEKEEPING SERVICES**

**GUWAHATI METROPOLITAN DEVELOPMENT AUTHORITY**  
STATFED BUILDING, BHANGAGARH, GUWAHATI-781005

**Tel:** 0361- 2529650, 0361- 2529824 **Fax:** 0361-2529991

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**Website:** [www.gmda.co.in](http://www.gmda.co.in)



## **TENDER DOCUMENT FOR PROVIDING HOUSEKEEPING SERVICES**

Sl. No :  
Tender issued on :  
Address :  
Ph No :  
Issue of Tender document : 02/12/2015 to 10/12/2015 (10.00 A.M. to 2.30 P.M.)  
Last Date of submission of tender : 15/12/2015 up to 3.00 pm.  
Date of opening of tender : 15/12/2015 at 3.30pm.

**Date: ...../11/2015                      Signature of Issuing Officer**

**GUWAHATI METROPOLITAN DEVELOPMENT AUTHORITY**  
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**OFFICE OF THE GUWAHATI METROPOLITAN DEVELOPMENT AUTHORITY  
STATFED BUILDING, BHANGAGARH, GUWAHATI-781005**

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Tel: 0361-2529650,  
0361-2529824  
Fax: 0361-2529991

NO. GMDA/GEN/85/2012/154

Dated ...1.../12/2015

**Notice Inviting Tender for Housekeeping  
Tender No. GMDA/GEN/85/2012/154 Dated. 01.../12/2015**

Guwahati Metropolitan Development Authority invites sealed tender from reputed housekeeping service providers.

Earnest Money Deposit	: Rs. 20,000.00 by way of DD/banker cheque
Issue of Tender document	: 02/12/2015 to 10/12/2015 (10.00 A.M. to 2.30 P.M.)
Last Date of submission of tender	: 15/12/2015 up to 3.00 pm.
Date of opening of tender	: 15/12/2015 at 3.30pm.

Tender documents will be issued on all working days during days mentioned above on payment of (non-refundable) Rs 500.00 (rupees five hundred only) by cash. Tender document complete in all respect should reach office of the undersigned by 3.00 P.M. on Dated 15/12/2015. The tender shall be opened at 3.30 P.M. of the same day.

**Tender document is also available on GMDA website. [www.gmda.co.in](http://www.gmda.co.in)**

  
**Chief Executive Officer**  
Guwahati Metropolitan Dev. Authority  
Bhangagarh, Guwahati

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Qualifying criteria:

1. The tenderers should be registered with statutory authorities like PSI, PF, Labour welfare department etc.
2. The firm/organization should have a minimum of five year's experience in providing housekeeping services.
3. The firm must have full-fledged office with adequate technical staff for the last five years.
4. Should currently have at least two housekeeping service contract.

Instruction to the Tenderer:

1. Full details and specification of the items and general instructions to be followed regarding submission of tenders are indicated in the tender documents.
2. Proof for fulfillment of eligibility criteria mentioned hereunder should be submitted along with the tender. If tender is submitted without valid documents, CPF-IRP shall not consider its offer. Tender received without proof of eligibility are liable to be rejected.
3. Late submission of tender will not be accepted.
4. Tenderer should be placed in sealed envelope where the tender no should be super scribed. The tender should include EMD of Rs15, 000.00 payable by way of demand draft/banker cheque from a nationalized/scheduled bank drawn in favour of Chief executive officer and payable at Guwahati.
5. In event of any date indicated in pre-page is declared as holiday; the next working day shall become operative for the purpose of the tender.
6. Tender shall not be received by post.
7. Tenders received without requisite documents including proof of eligibility for participating in the tender may not be considered.

8. GMDA doesn't bind itself to accept the lowest tender and reserves the right to reject any or all of the tenders received without assigning any reason thereof.
9. GMDA reserves the right to award the entire work to a single selected bidder or may distribute the work to more than one bidders.
10. An amount of rs. 30,000/- ( Rupees Thirty thousand only) should be deposited by the successful bidder as performance guarantee under the contract.
11. The Tender paper must be signed and sealed separately by the tenderer or by a person holding a power of attorney authorizing him/her to do so.
12. The bidder must take necessary information on aspects like risks, contingencies,
13. Local conditions, means of access to site, availability of raw material, the process of disposing of debris and all other related matters before submitting the tender. For any clarification the contractor may approach **Secretary, GMDA** on any working day between 11 AM to 4PM
14. The bidder whose tender shall be accepted has to executed an agreement with GMDA but his liability under the contract shall commence from the date of issue of written work order.
15. The contract either in full or in part shall not be sublet or assigned to by the bidder without the written consent of the Institute.
16. **The price quoted for must clearly indicate the amount both in figures and in works, and all tender papers must be duly signed by the authorized signatory with the official seal.**
17. The tender containing too many errors and alternative are liable to be rejected. All corrections made by the tenderer/s must be attested by him/them with his/their authorized representative's full signature.

Tenders not accompanied with Tender fees (if not paid earlier) and the EMD amount will be summarily rejected.

**The Tenderers are advised to visit GMDA premises for assessment of work to be undertaken before submitting the tender.**

#### **GENERAL TERMS AND CONDITIONS:**

1. The rates shall not be subject to any variation in price during the period of contract, except in case of taxes.
2. The contractor shall devote his full attention to the assigned work and discharge his / her obligations under the arrangements most diligently and honestly.
3. The contractor shall at all times, during the continuance of the agreement, obey and observe all directions and instructions given by CEO, GMDA and his authorized officials.
4. The contractor has to bring his own staff, who are skilled and are good workers. GMDA shall not provide any man-power support under any circumstances.
5. At least one Supervisor has to be appointed by the contractor in consultation with the GMDA. Computer staff with three-year diploma or at least one year Craft Certificate in

Housekeeping, with proven background and experience in Hotel or Institutional House-keeping should be deployed.

6. The supervisor(s) appointed by the contractor should be available throughout the day at the GMDA Office to supervise and guide his men.
7. Contractor should make arrangements for leave reserve and holidays and deploy sufficient workers on rotation.
8. A registered medical practitioner should carry out the medical check-up of the staff every year. Any staff failing the medical checkup should be removed immediately with an intimation to the GMDA.
9. Three pairs of uniforms per year shall be provided by the contractor to all his staff at his own cost. It has to be maintained clean all the time and every worker should be provided an Identity Card. Strict personal hygiene has to be maintained by the workers.
10. Workers and the Supervisor will report daily to the Security at the gate and shall be frisked by Security at the time of Exit.
11. The contractor or his employees shall not use the premises allotted to him / her for any purpose other than that defined above and shall not act in any manner as to cause any nuisance or annoyance to any of the employees of the GMDA or to any visitor therein.
12. All the payments have to be as per the prevailing minimum wages stipulated from time to time (covering benefits as ESI, PF etc).
13. All the rules related to the Labour Law and applicable acts should be strictly followed and in case of any dispute GMDA will not be a party. The bidder has to satisfy the GMDA with adequate recorded proof that the minimum wages, ESI, contribution to provident fund as applicable under the Stationary Act are being paid to his staff before the 1<sup>st</sup> week of the month taking care about the paid leaves etc, as required under the Contract Labour Regulation Act and Minimum Wages Act as notified by the Government from time to time.
14. Cleaning equipment like vacuum cleaners, dry/wet floor cleaners and floor Scrubber will be provided by the Contractor. The contractor will have to supply the cleaning materials and should engage workers capable of operating these equipment. The contractor should also bear the expenses of service and maintenance of these equipments.
15. The list of equipments and cleaning materials to be used on monthly basis are to be submitted by the contractor. The list shall be verified and approved by GMDA. The cleaning materials etc, used for work should be as per the brand names as specified in the approved list.
16. It is the responsibility of the contractor to get the linen washed and he/she alone would bear the washing charges. Physical stock of linen will be verified regularly by the authorized personnel of GMDA and the contractor has to bear the cost in case of shortage. The actual prevailing cost of the missing item will be deducted from the bill. Storeroom that will be provided should be used as central linen room, stock room and room for ironing etc., by the contractor.

17. Collected Garbage has to be dumped in the area and the place specified by GMDA. The responsibility of disposal of garbage would be entirely borne by the Contractor. In case the contractor fails to dispose the garbage on daily basis, GMDA would deduct the penalty charges from the contractor and initiate suitable action as required.
18. The contractor who will be awarded the work needs to submit the bill for the services rendered once in a month to the Administration for payment.
19. The payments will be made usually within ten days from the date of certification, subject to the condition that the contractor has cleared all his dues related to labour payments as required by the Labour Act and any other charges or expenses which are to be paid by him.
20. **The cleaning and house-keeping works being performed by the contractor and his staff, shall be regularly monitored by the GMDA personnel authorized on that behalf, by carrying out periodic and sudden inspections as per a pre-designed *pro-forma* given under Annexure III.**
21. In case any irregularity is seen in service and the quality of service is found not up to the expectations, as found during routine and sudden inspection by the authorized GMDA staff, the service-provider would be penalized. The penalty would be decided the **CEO, GMDA** and will be directly deducted from the bill of the Contractor and in this context the Institute's decision is final.
22. **Income-tax will be deducted at source** from every bill by GMDA at the rate notified by the Government.
23. Any accidents including death caused to the contractor or workers during execution of work or elsewhere will be addressed and taken care of by the contractor and GMDA shall be in no way responsibility for the same.
24. **The contract term extended for a period of 6 months is subject to satisfactory performance. The contract is renewable thereafter at the sole discretion of the GMDA on terms and conditions to be decided by it.**
25. The contract may be terminated at one month's notice by GMDA if any one of the stipulated conditions agreed upon by the contractor is not met to the satisfaction of the GMDA. For any reason if the contractor wants to terminate the contract, he/she should give 2(two) months advance notice to GMDA in writing.
26. The contractor shall be deemed for all legal and contractual purposes as the employer of his staff and such staff will not have any claim for employment in GMDA. The number of such persons employed shall be determined mutually by both. The contractor, however, shall have to engage the services of sufficient number of persons as per the directive of GMDA.
27. The competent courts in **Guwahati, Assam** alone shall have jurisdiction in respect of any legal matters pertaining to the tender/contract.

Sd/-  
**Chief Executive Officer**  
Guwahati Metropolitan Dev. Authority,  
Bhangagarh, Guwahati-5

**AREAS TO BE COVERED FOR HOUSEKEEPING**

1. **Administrative Building (Ground Floor, First Floor & third Floor)**
  - **Third Floor:** Entire floor including all Corridors, Stairs, Pathways, Officers' rooms, Toilets, etc.
  - **First Floor:** Entire portion of the floor under GMDA, including all corridors, stairs, pathways, rooms, toilets, etc., and the terrace in front.
  - **Ground floor [including Mezzanine Floor]:** Main entrance, all corridors, lift, staircases, rooms on the extreme left, other rooms under GMDA, etc.
2. **Open Areas:**
  - All the roads within the compound, pathways, car porch, etc.
3. **Terraces:**
  - Terrace area of mentioned building.

**SCOPE OF WORK**

1. The office opens at 10.00AM and the service provider is expected to complete cleaning, during mopping, keeping drinking water, etc. before 9.30 AM.
2. Other common areas like verandah are to be cleaned regularly and as and when required.(if applicable)
3. GMDA will inform in advance to the contractor about the commencement of any programmes and the arrangement needs to be made for.
4. Cleaning and maintenance of the area includes: daily dusting, brooming, mopping of all the rooms in all the buildings, corridors, brooming the roofs and open areas, cutting/shaping of plants, cleaning the toilets, wash basin, W.C. and the bathroom by using good cleaning agents, de-scaling of showers, spraying of room freshener in all the rooms, wiping all glass panels thoroughly, maintenance of check list, reporting of any fault to the maintenance department.
5. The tenderer must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract.
6. The bidder shall also be responsible for pest control in the office and shall carry out sprays etc. minimum once in a month. The insecticides and pesticides should be sufficient enough to take care of Mosquitoes, Cockroach, Silver fish, termite crawling insects of mentioned places. The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation more than once in a month.
7. The Main Entrance in the Building, Common areas have to be cleaned at least once in three hours or as and when required.
8. Toilets in all the floors in all the buildings are to be cleaned thoroughly with disinfectant in the morning 9AM and at regular intervals of 3 hours.

9. The Water in the well cum reservoir needs to be washed out and when required with agents like bleaching powder/lime etc.
10. Water tanks are to be cleaned, sediments to be washed out and filled up with fresh noticed there are to be monitored in respect of competent personnel from the institute, needs to be taken-up during hours as and when shutdown would be made at the discretion of GMDA.
11. Spring cleaning to be carried out on holidays and Sundays for all the floors.
12. Any supplied item by the Authority, needs to be taken care of by the contractor. Any other work assigned by the Administration has also to be from time to time.
13. Garbage needs to be disposal of daily.

**INSPECTION PROFORMA/ CHECK-LIST**  
**for House-Keeping & Cleaning Operations in GMDA**

Sl. No.	Section	Particulars	Status (to be ticked)				Remarks
			Excellent	Good	Satisfactory	Poor	
1	<i>General Cleaning</i>	<b>Ground Floor [including Mezanine Floor]</b>					
		1. Main Entrance					
		2. Officers' Rooms					
		3. Staircase					
		4. Lift					
		5. Corridors					
		6. Toilets					
		7. Pathways					
		<b>First Floor [GMDA portion]</b>					
		1. Main Lounge					
		2. Chairman's Chamber					
		3. Deputy Chairpersons' Chambers					
		4. CEO's Chamber					
		5. Conference Hall					
		6. Staircase					
		7. Lift					
		8. Corridors					
		9. Toilets					
		10. Pathways					
		11. Front Terrace					
		1	<i>General Cleaning</i>	<b>Third Floor</b>			
1. Main Lounge							
2. Accounts' Section							
3. Officers' Rooms							

Sl. No.	Section	Particulars	Status (to be ticked)				Remarks
			Excellent	Good	Satisfactory	Poor	
		4. Office Staff Rooms					
		5. Pathways					
		6. Staircase					
		7. Lift					
		8. Corridors					
		9. Toilets					
		10. Other Sections					
2	<i>Toilets</i>	<b>Officers' Toilet [Mezanine Floor]</b>					
		1. Overall Cleanliness					
		2. Water					
		3. Room Freshner					
		4. Disinfectant					
		5. Flushes					
		6. Tap Condition					
		7. Basins					
		<b>Chairman's Chamber Toilet [First Floor]</b>					
		1. Overall Cleanliness					
		2. Water					
		3. Room Freshner					
		4. Disinfectant					
		5. Flushes					
		6. Tap Condition					
		7. Basins					
		<b>Deputy CP (1)'s Chamber Toilet [First Floor]</b>					
		1. Overall Cleanliness					
		2. Water					

Sl. No.	Section	Particulars	Status (to be ticked)				Remarks
			Excellent	Good	Satisfactory	Poor	
		3. Room Freshner					
		4. Disinfectant					
		5. Flushes					
		6. Tap Condition					
		7. Basins					
		<b>Deputy CP (2)'s Chamber Toilet [First Floor]</b>					
		1. Overall Cleanliness					
		2. Water					
		3. Room Freshner					
		4. Disinfectant					
		5. Flushes					
		6. Tap Condition					
		7. Basins					
		2	<i>Toilets</i>	<b>CEO's Chamber Toilet [First Floor]</b>			
1. Overall Cleanliness							
2. Water							
3. Room Freshner							
4. Disinfectant							
5. Flushes							
6. Tap Condition							
7. Basins							
<b>Conference Hall Toilet [First Floor]</b>							
1. Overall Cleanliness							
2. Water							

		3. Room Freshner					
		4. Disinfectant					
		5. Flushes					
		6. Tap Condition					
		7. Basins					
		<b>General Toilet [First Floor]</b>					
		1. Overall Cleanliness					
		2. Water					
		3. Room Freshner					
		4. Disinfectant					
		5. Flushes					
		6. Tap Condition					
		7. Basins					
		<b>Secretary's Chamber Toilet [Third Floor]</b>					
		1. Overall Cleanliness					
		2. Water					
		3. Room Freshner					
		4. Disinfectant					
		5. Flushes					
		6. Tap Condition					
		7. Basins					
2	<i>Toilets</i>	<b>Chief Engineer's Chamber Toilet [Third Floor]</b>					
		1. Overall Cleanliness					
		2. Water					
		3. Room Freshner					
		4. Disinfectant					
		5. Flushes					
		6. Tap Condition					
		7. Basins					

	<b>Consultant's Chamber Toilet [Third Floor]</b>				
	1. Overall Cleanliness				
	2. Water				
	3. Room Freshner				
	4. Disinfectant				
	5. Flushes				
	6. Tap Condition				
	7. Basins				
	<b>Officers' Toilet [Third Floor]</b>				
	1. Overall Cleanliness				
	2. Water				
	3. Room Freshner				
	4. Disinfectant				
	5. Flushes				
	6. Tap Condition				
	7. Basins				
	<b>General Gents' Toilet [Third Floor]</b>				
	1. Overall Cleanliness				
	2. Water				
	3. Room Freshner				
	4. Disinfectant				
	5. Flushes				
	6. Tap Condition				
	7. Basins				

2	<i>Toilets</i>	<b>General Ladies' Toilet [Third Floor]</b>					
		1. Overall Cleanliness					
		2. Water					
		3. Room Freshner					
		4. Disinfectant					
		5. Flushes					
		6. Tap Condition					
		7. Basins					
3	<i>Pest Control</i>	1. Spraying of Insecticides					
		2. Spraying of Pesticides					
		3. Control of Insects					
		4. Control of Pests					
4	<i>Cleaning of Water-Reservoir</i>	1. Use of Bleaching Pwder, Lime, etc.					
		2. Level of Cleanliness					
5	<i>Use of Room Freshners</i>	1. Ground & Mezanine Floor Rooms					
		2. First Floor Rooms					
		2. Third Floor Rooms					



..... Enclosed (Pl. specify)

9. Experience of similar work in the field during the last five years

(Should have supplied housekeeping services in reputed organizations including at least one PSU/Govt. Deptt.)

a) Please submit copies of documentary evidence e.g. work order, corresponding satisfactory job completion certificates from clients specifying value and period of work order

.....enclosed (Pl. specify)

10. Infrastructure Details:

i) Workforce (No) ..... (not less than 30)

(Please enclose the list giving employee-wise name, PF No., ESI No)

ii) Industrial, Mechanical scrubbing machine ..... (atleast 1No.)

iii) Vacuum Cleaner ..... (atleast 1No.)

iv) Floor Scrubbers (Electrically operated) ..... (atleast 1No.)

v) Hand Trolley ..... (atleast 1No.)

11. Earnest money details : DD No. .... dated .....  
Amount Rs. 15,000.00  
Drawn on .....

Signatures of authorized signatory

Name .....

Designation .....

Seal:

**Annexure - IV**

**Housekeeping Services - Price Break up**

<b>Sl. No.</b>	<b>Description</b>	<b>Amount/Month (In INR)</b>	<b>No. of workers proposed to be deployed</b>
1	Entire Administrative Building		
2	Entire Open Areas		
3	Terraces		

Annexure - V

**LIST OF MATERIALS AND CONSUMABLES PROPOSED TO BE USED FOR HOUSEKEEPING WORK:**

Sl. No.	Item	Unit	Brand	Proposed quantity per month

(Please attach extra sheet if required, duly signed with seal)

Signatures of authorized person

Name .....

Designation .....

Seal

**Annexure - VI**

**LIST OF DOCUMENTS ENCLOSED:**

Sl. No.	Documents

(Please attach extra sheet if required, duly signed with seal)

Signatures of authorized person

Name .....

Designation .....

Seal

*Contd/-...*

**Annexure - VII**

**ACCEPTANCE CERTIFICATE**

I ..... (designation) ..... of (Name of the Firm/Organization) ..... hereby accept the above mentioned Terms & Conditions for the Housekeeping Services of Guwahati Metropolitan Development Authority, Bhangagarh, Assam.

Signatures of authorized person

Name .....

Designation .....

Seal