



## **ARIAS SOCIETY**

**Assam Rural Infrastructure and Agricultural Services Society**

*(An Autonomous Body of the Govt. of Assam)*

**Project Coordination Unit (PCU) of the World Bank financed  
Assam Agribusiness & Rural Transformation Project (APART)**  
Agriculture complex, Khanapara, G.S. Road, Guwahati-781022 (Assam, India)  
Tel: +91 361-2332125; email: [spd@arias.in](mailto:spd@arias.in); website: [www.arias.in](http://www.arias.in)

RFQ No. ARIAS/APART/1216/2021/3

Dated Guwahati the 23<sup>rd</sup> September, 2021

### **REQUEST FOR QUOTATION**

**FOR HIRING OF HOUSEKEEPING AND PRIVATE SECURITY SERVICE  
FOR ARIAS SOCIETY**

ISSUED BY

**STATE PROJECT DIRECTOR,  
ARIAS SOCIETY  
Agriculture complex, Khanapara,  
G.S. Road, Guwahati-781022**

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## **ARIAS SOCIETY**

**Assam Rural Infrastructure and Agricultural Services Society**  
*(An Autonomous Body of the Government of Assam)*  
**Agriculture Complex, Khanapara, G.S. Road, Guwahati-781022**  
**Tel: 0361-2332125; website: [www.arias.in](http://www.arias.in); Email: [spd@arias.in](mailto:spd@arias.in)**

### **REQUEST FOR QUOTATION (RFQ)** **For Hiring of Housekeeping and Private Security Services**

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**RFQ No. ARIAS/APART/1216/2021/3**

**Dated Guwahati the 23<sup>rd</sup> September, 2021**

Sealed quotations are invited from the eligible bidders for providing Housekeeping and Private Security services for the ARIAS Society office. Further details along with Scope of Service, Terms & Conditions, etc. may be seen in the detail Bid document available at the url- <http://www.arias.in/procurements.html>. Last date for submission of Bid is **02.00 PM** of **4<sup>th</sup> October'2021**. Information may also be obtained from the address given above during office hours.

**Sd/-**  
**State Project Director,**  
**ARIAS Society**

## **SECTION I**

### **ARIAS SOCIETY**

**Assam Rural Infrastructure and Agricultural Services Society**

*(An Autonomous Body of the Govt. of Assam)*

Project Coordination Unit (PCU) of the World Bank financed

**Assam Agribusiness & Rural Transformation Project (APART)**

Agriculture complex, Khanapara, G.S. Road, Guwahati-781022

Tel: +91 361-2332125; email: spd@arias.in; website: www.arias.in

RFQ No. ARIAS/APART/1216/2021/3

Dated Guwahati the 23<sup>rd</sup> September, 2021

### **REQUEST FOR QUOTATION (RFQ)**

#### **Detailed Procurement Notice**

1. The Government of Assam through the Government of India has received financing from the World Bank towards the cost of 'Assam Agribusiness and Rural Transformation Project (APART)' and intends to apply part of the proceeds of this credit to eligible payments under the contract for providing Housekeeping and Private Security services, for which this Request for Quotation (RFQ) is issued. The ARIAS Society now invites sealed Quotations from eligible bidders for providing housekeeping and private security services for the ARIAS Society office located at Agriculture complex, GS Road, Khanapara, Guwahati as shown below:

Sl.	Type of Services	Quantity & unit
1.	<b>Housekeeping</b>	
a)	Office cum Toilet Cleaner with Cleaning Materials	06 nos.
b)	Gardener with gardening tools, but without materials	01 no.
c)	Electrician with electrical tools, but without materials (for 7 days a month)	01 no.
d)	Plumber with plumbing tools, but without materials (for 7 days a month)	01 no.
2.	<b>Security</b>	
a)	Security Guards (Unarmed) with two pair of uniforms per Security Guard, Batons, Torch & Battery, umbrella and rain-wear	04 nos.

2. The RFQ Document is attached to this detailed Procurement notice and it includes documents to facilitate preparation and submission of bids, criteria for qualification, evaluation procedure, award of contract and relevant forms to be filled by bidders. The Procurement notice along with the bidding document may be seen at the url <http://www.arias.in/procurements.html>. The bidders are requested to download the bid.
3. The Quotation shall be submitted in a sealed envelope addressed to "The State Project Director, ARIAS Society, Agriculture Complex, Khanapara, G.S. Road, Guwahati-781022" on or before 2.00 PM on 4<sup>th</sup> October'2021.
4. The Quotations will be opened on the same day, i.e. 4<sup>th</sup> October'2021 at 2.15 PM in presence of the bidders or their representatives who choose to attend at the office of the undersigned.
5. The sealed envelope should be super scribed as "Quotation for housekeeping and Private Security Services for ARIAS Society; Not to be opened before 4<sup>th</sup> October'2021 at 2.15 PM". If the office happens to be closed on the date of opening of the Quotations as specified, the Quotations will be opened on the next working day at the same time.
6. The SPD, ARIAS Society shall not be held liable for any delay in the receipt of Quotations. A Bidder requiring any clarification of the RFQ document may visit the office for the same. No hard copy of the RFQ will be provided by the office to the bidder.
7. The SPD, ARIAS Society reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all the Bids at any time prior to Contract Award, without thereby incurring any liability to the Bidders.

Sd/-  
State Project Director  
ARIAS Society

**SECTION II**  
**INSTRUCTIONS TO BIDDERS**

The Office of the State Project Director, ARIAS Society, Assam would be referred in the document as the Employer and the individual/bidder participating in the bid would be referred as bidder.

**A. SERVICES TO BE PROVIDED**

1. The successful bidder shall have to provide housekeeping and private security services for the ARIAS Society office located at Agriculture complex, GS Road, Khanapara, Guwahati as shown below:

Sl.	Type of Services	Quantity & unit
1.	<b>Housekeeping</b>	
a)	Office cum Toilet Cleaner with Cleaning Materials	06 nos.
b)	Gardener with gardening tools, but without materials	01 no.
c)	Electrician with electrical tools, but without materials (for 7 days a month)	01 no.
d)	Plumber with plumbing tools, but without materials (for 7 days a month)	01 no.
2.	<b>Security</b>	
a)	Security Guards (Unarmed) with two pair of uniforms per Security Guard, Batons, Torch & Battery, umbrella and rain-wear	04 nos.

2. **HOUSEKEEPING:**

- a. The bidder shall have to deploy at least six (6) nos. Office cum Toilet Cleaner with Cleaning Materials.
- b. The staff deputed should be provided with two pair uniforms both for Summer & Winter along with shoes and appropriate safety gear like gloves, aprons, shoes, masks, etc., besides the required tools & tackles, materials, etc., to enable them to do their assigned tasks, safely & efficiently. ***The cost of two pair uniforms both for Summer & Winter along with shoes and safety gear like gloves, aprons, shoes, masks, etc., for each the housekeeping staff shall be included in the quoted unit cost per per housekeeping staff.***
- c. The agency must use good quality vacuum cleaner for cleaning & dusting.
- d. The housekeeping staff shall be of minimum 18 years and maximum of 45 years of age.
- e. Cleaning, dusting, Sweeping, Mopping and disinfecting of floors, wooden work and wooden floor, walls & ceilings, removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, office rooms, cabins, workstations, staircases, reception etc.)
- f. Cleaning of dustbins, wastepaper baskets, cob-webs, etc., and disposing-off of all the collected refuse at designated site on a daily basis at the required frequency
- g. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, equipment, accessories etc., and cleaning of all window panes, blinds, screens and grills, etc
- h. Spraying room fresheners in all rooms, on a daily basis at regular intervals
- i. Check and remove dust or any such object from anywhere in area covered under the contract.
- j. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, firefighting equipment, nameplates, pots, potted plants, doormats etc.,

**Frequency:** All the dusting, cleaning etc. activity of the office shall have to be completed before 9.30 AM every-day (including on Holidays, except Sundays) and also during office hours throughout the day and as per need.

- k. Scrubbing/cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
- l. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brushing thoroughly to include below water level and under rims including areas at hinges and cistern handles. Restocking toiletries which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls etc
- m. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis
- n. The frequency of cleaning & checking the cleanliness should be done as cited above and also based on the actual requirement of various areas covered to ensure absolute cleanliness, covering 12 hours of the day on every day (including on Holidays, except Sundays).
- o. The Staff should wear the uniform, while on duty, prescribed by the bidder with approval of the Employer.
- p. The Agency shall issue ID Cards with colored Photograph to the staff deployed for the assignment.
- q. For better management and smooth services, Toilets Checklists are to be attached on the back of the toilet door. It is to be filled up and signed by the contractor's personnel on a daily basis, which will be randomly checked by the designated employer's personnel.
- r. The employer shall not provide any cleaning material/machine/equipment for the cleaning work. All cleaning material/machine/equipment shall have to be brought by the Agency. The Agency shall use standard cleaning materials of reputed brands only. The designated staff of ARIAS society shall inspect brand quality of cleaning materials being used by the Agency as well as cleanliness ensured by the contractor (The price shall be quoted by the bidder accordingly) .
- s. ***The cost of dusting and cleaning material/ machine/equipment etc. for each Cleaner shall be included in the quoted cost per Cleaner***

**Frequency:** The Toilets shall be cleaned once before 9.30 AM every-day (including on Holidays, except Sundays) and thereafter every two (2) hours during the day on each day (including on Holidays, except Sundays)

**3. SECURITY:**

- a. The bidder shall deploy four (3) un-armed security guard in the office premises of the ARIAS Society. The security guard shall be deployed on 8 hourly rotating shift basis and they shall be available 24x7. ***However, during night time from 10pm to 6am, there shall be two Security Guards. Further, the agency shall have to provide a replacement Security Guard, if any guard goes on leave.***
- b. The security Guard shall be of minimum 18 years and maximum of 45 years of age.
- c. Security Guard provided should be physically fit to perform the duties of Security Guard and should be able to read and write Assamese and at least able to read Hindi and English.
- d. The bidder and its security Guard shall take necessary action as may be directed by the Employer to prevent theft, pilferage, burglary, loss or damage to any of the employer's property inside or outside the building or connected with or meant for the office given to them specifically for guarding.
- e. Opening of office doors/locks during morning hours for cleaning and closing the windows/window panes/doors and putting the locks after office hours shall be the responsibility of the security personnel on duty. The security guard shall ensure that all the lights/fans, computer UPS and other electric equipment are switched off after the employees of ARIAS Society have left office.
- f. A log sheet, specifying daily reporting and relieving time of security guard shall be maintained for the guards. The bidder shall submit the duly filled in log sheet, signed by the controlling officer, along with the bill, on monthly basis.
- g. The Security Guard shall have to wear the uniform, while on duty, as prescribed by the bidder with approval of the Employer. ***The cost of two pair uniforms both for Summer & Winter along with shoes and for each Security Guard shall be included in the quoted cost per Security Guard.***

- h. Each Security Guard shall be provided with a Torch with Battery and a Baton other accessories, like rainy-wear etc.. ***The cost of Torch with Battery, one Baton and one rainy-wear for each Security Guard shall be included in the quoted cost per Security Guard.***
  - i. The Agency shall issue ID Cards with colour photograph to the Security Guards who will be deployed under this assignment.
  - j. The security Guard must have undergone proper training on all security related issues, should be decent and well behaved.
  - k. The Guard should be trained to undertake preventive firefighting operations in the event of commencement of fire with the available firefighting equipment installed in the office premise of the Department to the extent possible with the said appliances.
  - l. Replacement of the security guard shall be provided in the event of sickness or in any other circumstances, when the guard is absent, with approval of the employer.
4. **Gardener:**
- a. The bidder shall deploy one (1) Gardener under the contract for the tasks mentioned below in the office premises of the ARIAS Society.
  - b. The Gardener shall be of minimum 18 years and maximum of 45 years of age.
  - c. The Gardener shall wear the uniform, while on duty, prescribed by the bidder with approval of the Employer. ***The cost of two pair uniforms both for Summer & Winter along with shoes for the Gardener shall be included in the quoted cost per Gardener.***
  - d. Maintenance of entire existing vegetation including trees, plants, garden and lawns developed at the office premise.
  - e. Maintenance of all the plants including cleaning, pruning and watering and cleaning the area inside and outside along the boundary wall of the office Premise.
  - f. Maintenance of all the flowerpots placed inside/outside the Office Building including cleaning and watering.
  - g. Mowing of lawns, cleaning, sweeping and removing of dry leaves from lawns, hedges, edges and potted plants.
  - h. Trimming of branches of existing trees as per instructions of the concerned authority.
  - i. Regular weeding, cutting, cleaning, removal of wild grass as growth in the office premise and uprooting of grass and all kind of growth on the blocks and pathways, etc.
  - j. Spraying of insecticides, fertilizers etc. in the lawns & plants. The cost of purchase new insecticides, fertilizers etc as directed by Employer shall be reimbursed by the employer on production of proper bills
  - k. Dealing with Garden Pests and Diseases.
  - l. Maintenance of all gardening equipments and machineries e.g. mowers, trimmers & leaf blowers etc.
  - m. Plantation of new plants/shrubs/herbs/hedges and seasonal plants of good quality, as per discussion with the employer.
  - n. ***The cost of new seeds/samplings/ plants/ Pesticides/ flowerpots/water pipes shall be reimbursed by the employer.*** However, the cost of gardening equipments and machineries e.g. mowers, trimmers & leaf blowers etc. shall be included in the cost of the Gardener.
  - o. The Gardener shall have to attend ARIAS Society every-day (including on Holidays, except Sundays) and he/she have to report to the Caretaker of the office premise.
  - p. The agency shall engage an experienced Semi-Skilled gardener/worker for the work as mentioned above.

5. **Electrician:**

- a. The bidder shall deploy one (1) Electrician under the contract for seven (7) days in a month in the office premises of the ARIAS Society for the tasks as mentioned below.
- b. Routine inspection of electrical systems such as wiring, fixtures, and appliances
- c. Identifying faults or hazards.
- d. Troubleshooting system failures.
- e. Reviewing building electrical drawings/blueprints to understand wiring placement.
- f. Testing of electrical systems with oscilloscopes, voltmeters, and ohmmeters.
- g. Conducting maintenance repairs on old or faulty fixtures.
- h. Responding to fault requests. The Electrician shall have to attend the ARIAS Society on call basis.
- i. Providing suggestions for equipment replacement.
- j. Installing new electrical appliances in the building.
- k. Adhering to safety and performance standards.
- l. The bidder shall quote for the Electrician for seven (7) days in a month basis.
- m. ***The cost of electrical materials, as directed by employer, shall be reimbursed by the employer.***

6. **Plumber**

- a. The bidder shall deploy one (1) Plumber under the contract for seven (7) days in a month in the office premises of the ARIAS Society for the tasks as mentioned below
- b. Assemble, install, maintain, and pressure test all pipes, fittings, and fixtures of heating, water, drainage, sprinkler, and gas systems according to specifications and plumbing codes.
- c. Determine sources of plumbing malfunctions and complete repairs as indicated.
- d. Install and repair pipes, fittings, valves, fixtures, and plumbing system equipment, including sinks, commodes, water heaters, water softeners, etc.
- e. Repair dishwashers and kitchen equipment that incorporate gas or water consumption.
- f. Select material and hardware and make time and materials estimates.
- g. Maintain inventory of district-owned tools, equipment, and materials.
- h. Inspect jobs upon completion and ensure areas are clean.
- i. Detect needed repairs on pipes, fittings, valves, fixtures, and plumbing system following established inspection procedures.
- j. Respond to emergency calls as needed.
- k. The bidder shall quote for the Plumber for seven (7) days in a month basis.
- l. ***The cost of plumbing materials, as directed by employer, shall be reimbursed by the employer***

**B. Reporting Place:** Assam Rural Infrastructure and Agricultural Services (ARIAS) Society, Agriculture complex, Khanapara, G.S. Road, Guwahati-781022. ***Intending bidders may visit the place of work for assuring the nature and volume of work before quoting the rates realistically.***

**C. Cost of Bidding:** There is no cost for the Bidding Document and the bidder may download the bidding document from the web site of ARIAS society viz. [www.arias.in](http://www.arias.in) , free of cost. The bidder shall however bear all the costs associated with the preparation and submission of the bid. The State Project Director (SPD), ARIAS Society in no case shall be responsible for these costs regardless for the conduct or outcome of the bidding process.



**D. Bid Document:**

- 1) The Request for Quotation (RFQ) document comprise the following:
  - a. Instructions to bidders.
  - b. Condition of the contract.
  - c. Bid Form.
  - d. Eligibility documents.
  - e. Bid security.
  - f. Rate Schedule
- 2) The bidder is requested to examine all the instructions, forms, terms and specification in the Bid documents. Failure to furnish all the information required as per Bid documents or submission of the bids not substantially responsive to the Bid documents in every respect will be at the bidder's risk and may result in rejection of the Bid. Late/delayed bids due to any reason, whatsoever, shall not be accepted or considered at all under any circumstances.
- 3) A prospective bidder requiring any clarification on the Bid document shall notify the authority in writing. The office shall respond in writing to any request for the clarification of bid document which it receives not later than 3 days prior to the date of opening of Tender.

**E. Amendment to Bid document:** At any time prior to the deadline for submission of Proposal, the Employer may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify the Bid document by the issuance of Addendum/ Amendment/Corrigendum and posting it on the Official website. In order to afford the Applicants a reasonable time for taking an amendment into account, or for any other reason, the employer may, in its sole discretion, extend the last date of submission.

**F. Bid Form:** The bidder shall complete the Bid Form and the appropriate price schedule furnished in the bid document covering the services to be rendered. The quality and price schedule as per Financial bid

**G. Bid Price:**

- a. The bidder shall quote as per price schedule given in financial bid for the following.

Sl.	Type of Services	Quantity & unit
1.	<b>Housekeeping</b>	
a)	Office cum Toilet Cleaner with Cleaning Materials	06 nos.
b)	Gardener with gardening tools, but without materials	01 no.
c)	Electrician with electrical tools, but without materials (for 7 days a month)	01 no.
d)	Plumber with plumbing tools, but without materials (for 7 days a month)	01 no.
2.	<b>Security</b>	
a)	Security Guards (Unarmed) with two pair of uniforms per Security Guard, Batons, Torch & Battery, umbrella and rain-wear	04 nos.

- b. The price quoted by the bidder shall remain fixed during entire period of contract & shall not be subject to variation on any account. A Bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- c. "Discount" or extra charges if any mentioned by the bidders shall not be considered unless these are specifically indicated in the price schedule.
- d. The expenses on uniforms, other accessories, rainy-wear etc. shall be borne by the bidder alone.
- e. The liability on account of P.F., gratuity, insurance, medical and other dues of the personnel deployed by the bidder shall be, solely and wholly, be the responsibility of the contractor and the employer shall not bear any liability apart from the hiring charges.
- f. **The Agency must show the breakup of salary proposed to be paid to the staffs as per minimum wages notified by Labour Welfare department, Assam.** The wages must also comply with all statutory requirements like Basics and VDA, EPF, ESI & Bonus, Service Charges, applicable taxes etc. (As per Section IX- Financial Bid)
- g. The financial bid shall be inclusive of GST. Employer would deduct GST and any other Government Tax (as applicable) at source at the time of release of payment, as per applicable laws.

#### H. Bid security:

- a. The bidder shall furnish as part of its Proposal, a interest free Bid Security of **Rs. 25,000/- (Rupees twenty five thousand Only)** in the form of a Demand Draft/Banker's Cheque issued by one of the Nationalized/Scheduled Banks in India drawn in favour of the State Project Director, ARIAS Society, Assam **with validity for 180 days** from the date of issue of Bidding document. The Bid Security will be returned to the unsuccessful bidders within 30 (thirty) days from date of finalization of order. The Bid Security of the selected bidder shall be returned, upon the bidder signing the Agreement. Any Bid not accompanied by the Bid Security shall be rejected by the employer as non- responsive.
- b. The employer shall not be liable to pay any interest on the Bid Security and the same shall be interest free.
- c. **The Bid Security may be forfeited**
  - 1) If bidder withdraws his bid during the period of bid validity specified by the bidder in the Bid form.
  - 2) If the successful bidder fails
    - i) To sign contract in accordance with the clause Q of section IV specified in the tender document.
    - ii) To furnish performance security.

**I. Period of validity of bids:** The bid shall remain valid for **Ninety (90) days** after the date of opening of bids. A bid valid for a shorter period shall be rejected by the employer as non-responsive. A bidder accepting the request of the employer for an extension to the period of bid validity, in exceptional circumstances, shall not be permitted to modify his/her bid.

#### J. Submission of bids:

- a) The bid document shall be signed by the bidder in all the pages with official seal.
- b) The bids shall be addressed to the State Project Director, ARIAS Society and deposited in tender box or sent by courier/speed post /regd. post on or before **2.00pm** of the due date.
- c) Any bid received after the dead line for submission of bids shall be rejected and returned unopened to the bidder.

#### K. Bid opening:

- a) The bids shall be opened in the presence of bidders or their authorized representative who wish to be present at the time of opening of bids on due date. The Authorization letter to this effect shall be submitted to the employer by the authorized representative before participating in bid opening.
- b) In case the date fixed for opening of bids is subsequently declared as holiday by the Government of Assam, the revised date for opening of bids will be notified by the employer. However, in the absence of such notification, the bids will be opened on next working day, time & venue remaining unaltered.

#### L. Bid Evaluation:

- a) Bidders who have submitted the valid Bid Security, as per requirement shall be considered for further evaluation. Absence of Bid Security shall lead to summary rejection of the bid.
- b) The employer shall evaluate the bids to determine whether they are complete, whether any computational errors have been made whether documents have been properly signed and whether bids are generally in order.
- c) If there is discrepancy between words and figures, the amount in words shall prevail. Prior to detailed evaluation, the employer will determine the substantial responsiveness of each bid to the bid document. A substantially responsive bid is one, which confirms to all the terms and conditions of the bid documents without material deviation. A bid will be rejected if it is determined as substantially non-responsive.

**M. Eligibility Qualifications:** This Request for Quotations (RFQ) is open to the bidders who meet the following eligibility criteria and submit the corresponding documents to testify eligibility as indicated below:

Sl.	Eligibility Criteria	Documentary proof to be submitted
1.	<b>Submission of Bid Security of Rs. 25,000/-</b> in the form of a Demand Draft/Banker's Cheque issued by one of the Nationalized/Scheduled Banks in India in favour of the <b>State Project Director, ARIAS Society</b> payable at Guwahati <b>with validity for 180 days</b> from the date of issue of RFQ document	Demand Draft/Banker's Cheque of <b>Rs. 25,000/-</b> as stated on the left.
2.	Date of establishment of the Agency: The agency must be in the business for atleast five (5) years	Proof of incorporation/inception of the bidder/ agency.
3.	Labour License in the name of the agency submitting the bid	Self-attested Copy of Labour License in the name of the agency submitting the bid
4.	GST Registration in the name of the agency submitting the bid	Self-attested Copy of GST Registration Certificate in the name of the agency submitting the bid
5.	Pan Card in the name of the agency submitting the bid	Self-attested copy of the Pan Card in the name of the agency submitting the bid
6.	Up-to-date Trade License in the name of the agency submitting the bid	Self-attested copy of Trade License in the name of the agency submitting the bid
7.	The bidder/ agency shall have its own registered office/ branch in Guwahati from where regular services/correspondences can be provided.	Details of location to be provided.
8.	The bidder shall either be a registered Security Service provider Agency or a Housekeeping agency with valid license holder.	Self-attested copy of registration/license from concerned authority.
9.	Employee Provident Fund (EPF) detail	Self-attested copy of Provident Fund certificate.
10.	ESIC detail	Self-attested copy of valid/ updated ESIC certificate.
11.	Annual turnover in each of the any 3 financial years of the last 5 Financial Years (2016-17, 2017-18, 2018-19, 2019-20 & 2020-21) should not be less than <b>Rs. 10.00 Lakh.</b>	Attach Chartered Accountant certified financial statements for the last 5 Financial Years
12.	The Agency should have at least 5 years (2016-17, 2017-18, 2018-19, 2019-20 & 2020-21) of experience in providing manpower to Government Departments/PSUs/Reputed Private Organization, etc. proof of which should be enclosed with the Technical Bid. (As format given in Appendix-1). <b>The agency should submit documentary evidence in Support of minimum experience of 5 years.</b>	Duly filled up format furnished at Sl.M-15 below along with Work Order(s) copies issued by Govt. Department/ PSU/ Reputed Private Organization
13.	The bidder should not have ever been blacklisted by any State or Central Government Department /PSU / Agency in the past for breach of contract, fraudulent, unethical or corrupt business practices.	Declaration on this effect in the Letter Head of Firm.
14.	The Agency must quote the breakup of salary proposed to be paid to the staff as per minimum wages notified by Labour Welfare Department, Govt. of Assam. The wages must also comply with all statutory requirements like Basics and VDA, EPF, ESI & Bonus, Service Charges, applicable taxes etc.	Affidavit declaring that the salaries paid to the staff shall not be less than stipulated under Minimum Wages Act and he/she shall comply with all statutory requirements connected thereto or else action may be taken by the employer.
<b>Note:</b> The SPD, ARIAS society reserves the right to disqualify bidder(s) who have a record of not meeting contractual obligations against earlier contract entered into with State Project Director, ARIAS Society.		

15. Format of Experience Certification

Detail of experience in similar type of contract						
Last 5 (five) years of experience in providing housekeeping and security service to any Government/PSU/Semi-Govt. in Assam. (Documentary evidence to be provided)						
Sl. No.	Year of work	Description of work undertaken	Name & Address of the Agency that awarded the work	Value of the Work (in Rs.)	Date of work order	Date of Completion of Work
(a)	(b)	(c)	(d)	(e)	(f)	(g)
1	2016-17	1.....				
2	2017-18					
3	2018-19					
4	2019-20					
5	2020-21					
This is to certify that the information contained in the table above is true and correct. Self attested Work Order(s) copies issued by Govt. Department/ PSU/ Reputed Private Organization are attached						
<b>Name of the Bidder:</b> <b>Signature of Bidder:</b> <b>Date:</b> <b>Seal of Bidder:</b>						

**N. Award of Contract:**

- a) The SPD, ARIAS Society shall award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price.
- b) Notwithstanding the above, the SPD, ARIAS Society reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
- c) The bidder whose bid is accepted will be notified of the award of contract by the SPD, ARIAS Society prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the work order.
- d) The SPD, ARIAS society reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient ground.

**O. Right to vary quantities:** The State Project Director, ARIAS Society reserves the right at the time of award of contract to increase or decrease the required quantity of services specified in the Section-III(A) above without any change in hiring charges of the offered quantity of other terms and conditions.

**P. Performance Security:**

- a) The successful bidder shall have to deposit a Bank Guarantee (in the format given at Appendix 2 of the RFQ document)/ TDR/FDR as Performance Security, within seven (7) working days of conveying the employer's intention for accepting the bid, **for an amount of Rs. 2,50,000 (Rupees two lakh fifty thousand only)** issued by any Nationalized/ Scheduled Bank in India drawn in favour of the **State Project Director, ARIAS Society** payable at Guwahati, **with validity for thirteen (13) months** from the date of issue of Notification of Award by the employer.
- b) In case the bidder Performance Security will be discharged after completion of bidder's performance obligations under the contract.
- c) If the successful bidder fails to submit the Performance Security within seven (7) days from the date of issue of Notification of Award by the employer, the Notification of award may be cancelled by the SPD, ARIAS Society and in that event, the contract may be awarded to the next ranked successful bidder.
- d) The Performance Security, either whole or any part, may be forfeited by the employer if the successful bidder/ service provider neglects any of his obligations under the contract, as compensation for any loss resulting from such failure.

- Q. Signing of Contract:** Upon successful bidder furnishing the Performance Security acceptable to the purchaser, the successful bidder shall be required to sign a contract agreement. Upon the successful bidder furnishing the Performance Security and signing the contract agreement, the employer shall release its bid security.
- R. Annulment of Award:** Failure of the successful bidder to comply with the requirements mentioned under the Scope of Work shall constitute sufficient ground for the annulment of the award and forfeiture of the performance security in which event the employer may make the award to any other bidder at the discretion of the State Project Director, ARIAS Society or call for new bids.
- S. Period of contract:** The contract shall be valid for a period of one (1) year from date of issue of work order. However, the period may be extended further if mutually agreed between the employer and the selected bidder based on performance of the bidder.
- T. Penalties:** In case any housekeeping staff/security guard/gardener remain absent from duty, a substitute shall be provided by the bidder immediately and failure to do so shall invite penalty as shown below. Penalty may also be levied for late reporting/non-reporting of staff as stipulated below. The penalty for some of the defaults is as under:

Sl. No.	Nature of Default	Penalty (in Rs.)
1	Late Reporting	Rs. 100/- per day
2	Non reporting	Rs. 500/- per day
3	Refusal of duties	Rs. 500/- per day
4	Non-observation of dress-code	Rs. 100/- per day
5	Change of Cleaning staff/ Security guard/gardener without prior permission	Rs. 500/- per day

### **SECTION III**

### **BID FORM**

(Letter head of the bidder)

Dated this ..... day of ....., 2021

To,

**The State Project Director (SPD),  
ARIAS Society, Khanapara, G. S. Road,  
Guwahati-781022, Assam**

**Ref. Your RFQ No. ARIAS/APART/1216/2021/3, dated 23.09.2021 relating to Housekeeping and Private Security services**

Dear Sir,

1. Having read the conditions of contract and services to be provided, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Housekeeping and Security Services in conformity with the conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of this Bid.
2. We undertake to enter into agreement within one (1) week of being called upon to do so and bear all expenses including charges for stamps etc and agreement will be binding on us.
3. If our Bid is accepted, we will obtain the guarantees of a Nationalized Bank for a sum as mentioned in tender document for due performance of the Contract.
4. We agree to abide by this Bid document for a period of ninety (90) days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.
5. Until an agreement is signed and executed, this Bid together with your written acceptance thereof, in your notification of award shall constitute a binding contract between us.
6. Bid submitted by us are properly sealed and prepared so as to prevent any subsequent replacement.
7. We understand that you are not bound to accept the lowest or any bid, you may receive and you reserve the right to accept or reject any Bid, and to annul the Bidding process and reject all the Bids at any time prior to Contract Award, without thereby incurring any liability to the Bidders.
8. We also hereby declare that the information furnished below is true and correct and we are attaching the copies of license/authorization documents claimed hereunder
  - a. Name of Proprietor/Partners/Directors of the agency submitted the bid:
  - b. Name of the Bidder:
  - c. Address of the Bidder:
  - d. Telephone numbers with STD code (0), Mobile number & Fax number :
  - e. Detail of License for Private Security agency (registered under applicable laws of India):
  - f. Detail of License for operating housekeeping and security service in Guwahati:
  - g. Name of Bidder's bank, its address and his current account number :

Place: Name of the Bidder:  
Duly authorized to sign the bid for and on behalf of:

Date: Signature of Bidder/Authorized signatory:

Seal of the Bidder: In capacity of:

Witness:  
Address of Witness:  
Signature:

**SECTION - IV**

**FINANCIAL BID**

RFQ No. ARIAS/APART/1216/2021/3, dated 23.09.2021 relating to Housekeeping and Private Security services

Sl.	Type of Services	Unit	Qty. (a)	Unit Cost per month (In Rs) (b)	Amount (In Rs.) (c) = (a)x(b)	GST**		Total Amount per month (in Rs.) (All inclusive)
						(In %)	(In Rs.)	
1	Office cum Toilet Cleaner with Cleaning Materials	Nos.	6					
2	Gardener with gardening tools, but without materials	Nos.	1					
3	Electrician with electrical tools, but without materials (for 7 days a month)	No.	1					
4	Plumber with plumbing tools, but without materials (for 7 days a month)	No.***	1					
5	Security Guards (Unarmed) with two pair of uniforms per Security Guard, Batons, Torch & Battery, umbrella and rain- wear	No.***	4					
<b>Total Amount (in Rs.)</b>								
<b>(Rupees.....) only/- inclusive of GST.</b>								

(\*e.g. Room,bathroom freshener, naphthalene balls, hand-wash, liquid Disinfectant, Hand & Surface sanitizer, materials required to clean floors & toilets, window panes, glass, etc.)

\*\* as applicable for the state of Assam)

\*\*\* on call/need basis)

**Note:** The lowest evaluated responsive bidder shall be decided on the total amount quoted inclusive of GST and other taxes as applicable.

Dated \_\_\_\_/\_\_\_\_/\_\_\_\_

Signature of the Bidder-----

Name of the Bidder-----

**SECTION-V**  
**CONDITIONS OF CONTRACT**

**1. Application:**

- a) Submission of bid against this offer shall bind the bidder for the acceptance of all the conditions specified herein unless otherwise agreed by the employer.

**2. Performance Security:**

- a) The successful bidder shall have to deposit a Bank Guarantee (in the format given at Appendix 2 of the RFQ document)/ TDR/FDR as Performance Security, within seven (7) working days of conveying the employer's intention for accepting the bid, **for an amount of Rs. 2,50,000 (Rupees two lakh fifty thousand only)** issued by any Nationalized/ Scheduled Bank in India drawn in favour of the **State Project Director, ARIAS Society** payable at Guwahati, **with validity for thirteen (13) months** from the date of issue of Notification of Award by the employer.
- b) In case the bidder Performance Security will be discharged after completion of bidder's performance obligations under the contract.
- c) If the successful bidder fails to submit the Performance Security within seven (7) days from the date of issue of Notification of Award by the employer, the Notification of award may be cancelled by the SPD, ARIAS Society and in that event, the contract may be awarded to the next ranked successful bidder.
- d) In case of failure of the Agency to commence work or in the event of breach of any of the terms of the Contract, the Performance Security of the Agency may be forfeited. The employer, after cancellation of the Contract, gets the work done through any other Agency for the remaining term of the Contract at the risk and costs of the Agency.
- e) The Performance Security, either whole or any part, may be forfeited by the employer if the successful bidder/ service provider neglects any of his obligations under the contract, as compensation for any loss resulting from such failure.

- 3. Penalties:** In case any housekeeping staff/security guard/gardener remain absent from duty, a substitute shall be provided by the bidder immediately and failure to do so shall invite penalty as shown below. Penalty may also be levied for late reporting/non-reporting of staff as stipulated below. The penalty for some of the defaults is as under:-

Sl.	Nature of Default	Penalty (in Rs.)
1	Late Reporting	Rs. 100/- per day
2	Non reporting	Rs. 500/- per day
3	Refusal of duties	Rs. 500/- per day
4	Non-observation of dress-code	Rs. 100/- per day
5	Change of Cleaning staff/ Security guard/gardener without prior permission	Rs. 500/- per day

- 4. Period of contract:** The contract shall be valid for a period of one (01) year from date of issue of work order. However, the period may be extended further if mutually agreed between the employer and the selected bidder based on performance of the bidder

- 5. Execution Time Limit:** The time period as stipulated in the contract or letter of intent shall be deemed to be essence of the contract.

**6. Payment Terms:**

- a) Monthly bills shall be submitted in triplicate to the authority specified in contract along with duty slips/ duly signed photocopy of attendance sheets in the first week of the subsequent month.
- b) No advance shall be made to the Agency on any account.

**7. Termination of Contract:**

- a) The SPD, ARIAS Society without prejudice to any other remedy for breach of contract hereby reserves the right to terminate the contract in whole or in parts.
- If the agency fails to provide required services within the period(s) specified in the contract or any extension thereof granted by the Employer.



- If the service of the staffs engaged by the Agency is not up to the mark or to the satisfaction of the employer, and if the agency fails to replace within the time mentioned in the notice given by the employer, the contract shall be liable to be terminated on issuance of **fifteen (15) days** notice by the employer.
  - If the agency fails to perform any other obligation (s) under the contract.
- b) SPD, ARIAS Society may without prejudice, to other rights under law or the contract provided get the hiring of housekeeping and private security services done at the risk and cost of the bidder, in above circumstances.
- c) **Termination for insolvency:** The State project Director, ARIAS Society may also by giving written notice and without compensation to the bidder terminate the contract if the bidder becomes unwilling, bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer.
- 8. Force Majeure:** If any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of **any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God** (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by either party to the other within **seven (7) days** from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such on performance or delay in performance under the contract shall be resumed as soon as practicable after such an event may come to an end or cease to exist, and the decision of the employer as to whether the supplies have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding **fifteen (15) days** either party may, at his option terminate the contract.
- 9. Dispute Settlement:**
- a) In the event of any question, dispute or difference arising under the agreement or in connection there with (except as to matter the decision to which is specifically provided under this agreement) between the two parties, the parties shall first attempt to settle the dispute through mutual and amicable consultation.
- b) In the event of agreement not being reached, the matter will be referred for arbitration by a Sole to be appointed by the first party. The Arbitration will be conducted in accordance with the Arbitration and Conciliation Act, 1996. The decision of the Arbitrator shall be final and binding on both the parties. The Arbitrator shall give his award/decision within **sixty (60) days** of start of proceedings.
- c) The venue of arbitration shall be **Guwahati, Assam**.
- 10. Set Off:** Any sum of money due and payable to the successful bidder (including security deposit refundable to him) under this contract may be appropriated by the employer and set off the same against any claim of the employer for payment of a sum of money arising out of this contract or under any other contract made by bidder with the employer.
- 11. OTHER CONDITIONS OF CONTRACT**
- a) The engagement and employment of security guard/housekeeping staff and payment of wages to them as per existing provisions of various labour laws and regulations is the sole responsibility of the bidder and any breach of such laws or regulations shall be deemed to be breach of this contract.
- b) Attendance report (time of arrival/departure) of the staff deployed by the Agency shall be maintained by the authorized person of the ARIAS Society every day. It is also binding for the House Keeping /Security guard staff/gardener to put regular attendance at the time of entry and exit from office.
- c) The name and complete addresses of the staff provided by the Agency to the ARIAS Society shall be furnished by the Agency.
- d) The Agency shall not be permitted to transfer/assign its rights and obligations under the Contract to any other agency/organization/contractor.
- e) The Agency shall be responsible for all losses/damages to the Employer's property put under their charge or to the property specifically entrusted by the employer, due to the negligence, carelessness or dereliction

of duty directly or indirectly on the part of the housekeeping/ security/gardening personnel which will be made good by the Agency as specified by the employer. The decision of the State project Director, ARIAS Society in this regard shall be final and binding on the Agency provided that the employer shall allow the Agency an opportunity of being heard to represent its case before such final decision is taken.

- f) The Agency shall obtain Police Verification report on the character and antecedents of its personnel to be deployed under this contract and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in office premises. Only able bodied, physically fit, well trained, literate, disciplined and honest personnel shall be deployed.

**SECTION-VI**

**DRAFT AGREEMENT FOR HOUSEKEEPING AND PRIVATE SECURITY SERVICES**

This agreement is made on this \_\_\_\_\_ day of 2021 between M/s \_\_\_\_\_ (herein after called the Housekeeping and Security Agency or Agency whose term includes its successors and assignees) whose registered office is at \_\_\_\_\_ and is registered under \_\_\_\_\_ and acting through its authorized official Shri.....and between Shri \_\_\_\_\_, State Project Director, ARIAS Society, Assam.

The validity of this contract agreement will be for a period of one year from .....day of.... Month of year ..... to .....day of.... Month of year ..... This agreement can be terminated at any time on giving a written notice of one month from either side, provided the employer shall have the option to renew this agreement on mutually agreed terms and conditions for a further period from the date of expiry thereof.

Now, these present witnesses and it is hereby agreed and declared by and between the parties to these present as followings.

1. The Agency shall comply with all the terms and conditions of the tender document which are integral parts of this agreement and also the following.
2. The scope of work shall include but not limited to: **[Section-II (A) provisions to be inserted]**
3. The State Project Director, ARIAS Society shall be free to ask the Agency to withdraw any particular Staff/Guard without disclosing any reason for the same. The Agency has agreed to change any of its Staff/guard as and when demanded by the State Project Director, ARIAS Society.
4. The Agency shall be responsible for all losses/damages to the employer's property put under their charge or to the property specifically entrusted by the employer, due to the negligence, carelessness or dereliction of duty directly or indirectly on the part of the security personnel which will be made good by the Agency as specified by the Employer. The decision of the employer in this regard shall be final and binding on the Agency provided that the employer shall afford to the Agency an opportunity of being heard to represent its case before such final decision is taken.
5. A log sheet, specifying daily reporting and relieving time of Housekeeping staff/ security guard shall be maintained for each one. The Agency should submit the duly filled in log sheet, signed by the controlling officer, along with the bill, on monthly basis.
6. Accommodation shall not be provided to the staff/ security guard by the employer. The Agency shall have to arrange for the personnel, if required.
7. In case of staff/ security guard remaining absent from duty, a substitute shall be provided by the bidder immediately failure to do so would impose penalty. Penalty may also be levied for late reporting /non-reporting of guards as stipulated below **[Section-V (3) provisions to be inserted]**
8. The Housekeeping and security personnel shall not indulge in any criminal activities/malpractices, alcohol or substance abuse or undesirable acts. In such cases they will be dealt with under the provision of law and the Agency shall be fully responsible for it.
9. The Agency shall continue to be responsible for the housekeeping and security personnel in respect of the terms and conditions of their services, insurance, payments, P.F., gratuity, attendance, medical care, disciplinary matters etc. of such personnel and other such persons who shall remain fully under the administrative control, financial control and supervision of the agency. The state project Director, ARIAS Society shall be the sole authority in respect of nature of the duties to be entrusted to and the manner of performance of their duties exclusively for the purposes of this agreement. The housekeeping staff and the security personnel shall at no time be treated as employees of the ARIAS Society.
10. The bills of the services rendered shall be accepted in the first week of the following month and the payment will be made to the Agency within fifteen (15) working days of submission of the bill at the PCU on fulfilling all terms and conditions on this agreement. Employer would deduct GST and any other Government Tax (as applicable) at source at the time of release of payment.

Signed \_\_\_\_\_  
For and on behalf of the ARIAS Society, Assam  
Name (caps) \_\_\_\_\_  
Position \_\_\_\_\_  
Date \_\_\_\_\_  
In the presence of Witnesses

Signed \_\_\_\_\_  
For and on behalf of the Agency  
Name (caps) \_\_\_\_\_  
Position \_\_\_\_\_  
Date \_\_\_\_\_  
In the presence of Witnesses

- 1.
- 2.

- 1.
- 2.

**APPENDIX -I**  
**PERFORMANCE BANK GUARANTEE**  
**(To be given from a nationalized Bank in India)**

To: \_\_\_\_\_ [name of Employer]  
\_\_\_\_\_ [address of Employer]

WHEREAS \_\_\_\_\_ [name and address of Agency] (hereinafter called "the Agency") has undertaken, in pursuance of Contract No. \_\_\_\_ dated \_\_\_\_\_ to execute \_\_\_\_\_ [name of Contract and brief description of non-consulting services] (hereinafter called "the Contract");

AND WHEREAS it has been stipulated by you in the said Contract that the bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Agency such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Agency, up to a total of \_\_\_\_\_ [amount of guarantee]1\_\_\_\_\_ [in words], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of \_\_\_\_\_ [amount of guarantee]1 as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the agency before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Works to be performed there under or of any of the Contract documents which may be made between you and the agency shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This unconditional and irrevocable Bank Guarantee shall be effectively valid from \_\_\_\_\_ to \_\_\_\_\_.

Signature and seal of the guarantor \_\_\_\_\_

Name of Bank \_\_\_\_\_

Address \_\_\_\_\_

Date \_\_\_\_\_