



TENDER FOR JANITORIAL SERVICES

FOR

**TELANGANA STATE ELECTRICITY
REGULATORY COMMISSION**

(TENDER REFERENCE NO: TSERC/A-OA/0025, DATED
19.03.2015)

TELANGANA STATE ELECTRICITY REGULATORY COMMISSION
11-4-660, 5TH FLOOR, SINGARENI BHAVAN, RED HILLS, HYDERABAD
PH: 040-23397381 – EXT 517



TELANGANA STATE ELECTRICITY REGULATORY COMMISSION

D.No. 11-4-660, 5th Floor, Singareni Bhavan, Red Hills, Hyderabad – 500 004.

Tender No : TSERC/A-OA-0025/2015, Dated: 19.03.2015

Sub:- TSERC – Tender for providing Janitorial services – Reg.

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The Commission intends to engage the services of a **Premier** Janitorial services provider for providing Janitorial services to its office which is having about 10,204 sft. and located in one floor at the address given above.

2) The bidders are requested to submit their competitive bid in a sealed cover on or before 10.04.2015 before 5.00 p.m duly superscribing the envelope as “Bid for providing janitorial services”. The terms and conditions of the Tender are enclosed for your information.

3) The bidder is also requested to mention in their bid that they are accepting all the terms and conditions of the tender.

Deputy Director - Personnel

TERMS & CONDITIONS FOR SUBMISSION OF TENDERS

1. The tender should be submitted for the entire work **on job contract basis in lump sum** per month for 12 months period of the contract taking together all costs involved which includes men, machines, materials, agency's commission, reliever charges if any, all taxes, wages and benefits under social security as per the existing law. Further, the quotation should be supported by the costing of the charges proposed to incur on each head. Charges for mandatory payment of minimum wages, optional charges being paid to the deployed personnel, detailed material to be used every month with costs, details of the cleaning equipment with costs are to be indicated under separate heads. The cost of engagement of Plumber may be included in the costing for atleast 4 visits in a month and thereafter on call basis. Charges for Carpenter/Electrician/Mason on call rates may also be indicated separately. Reputation of the Company, its installations, quality of men and materials used would have a major bearing on successfulness of the bid. Further the service provider's commission also plays a vital role in bid evaluation.
2. A copy of the firm registration, EPF registration, ESI registration, registration copies of other taxes etc and a copy of the PAN/TAN are to be enclosed along with the quotation. Copies of the major orders secured may also be enclosed (not less than two years).
3. No amount shall be payable other than the rate quoted and agreed.
4. The successful tenderer shall furnish (within 10 days from the date of intimation of award of contract) a **performance security** (which will not carry any interest) in cash or in the form of a Bank guarantee for a value of 5% of the contract

price (12 months' amount) valid for a period of 15 months from the date of the agreement. The performance security will be returned within thirty (30) days from the date of expiry or termination of the agreement, subject to deduction/adjustment of amounts due if any, on account of penalty levied by TSERC for non-performance of the contract or any other dues.

5. The service provider will be paid monthly the accepted amount on pro-rata basis for providing the services on submission of the bills soon after the completion of service for a calendar month. Normally, it takes about seven working days to clear the bills preferred by the service provider. Payment to the service provider is not linked to the payment of salaries to the posted personnel.
6. The agreement for providing the services should be executed within seven (7) days from the date of receipt of intimation of the award of the contract.
7. The intending bidders may visit the TSERC premises on any working day between 11.00 AM and 5.00 PM between the bid open date and closing dates to get an idea of the actual service requirement.
8. No separate tender form need be purchased.
9. Detailed terms and conditions relating to the services contract are appended in other pages.
10. The terms of tender shall form part of the agreement.
11. TSERC reserves the right to reject any or all tenders without assigning any reason whatsoever.

Deputy Director - Personnel

TERMS AND CONDITIONS OF WORK EXECUTION

(For providing Janitorial services to TSERC)

1. The service provider has to provide Janitorial services to the office of the Commission, which is having an area of approximately 10,204 sft. The office is located in one floor.
2. The deployed Janitorial personnel shall be required to clean the premises from 6.00 am onwards and by the time the Officers and staff occupy their seats the cleaning work should be complete in all respects. Common areas can be cleaned thereafter, in any case, not later than 10.30 am.
3. The Commission shall pay a pro rata consolidated amount per month to the service provider for the services rendered. The cost of engagement of Plumber may be included in the costing for atleast 4 visits in a month and thereafter on call basis. For any requirement of Carpenter/Electrician/Mason, the payment would be on the pre-determined call rates (for labour charges), while the Commission would pay for the spares and materials required. The wages paid to the personnel engaged in the work shall not be lower than the minimum rates of wages as applicable and it would be the sole responsibility of the service provider to ensure statutory compliances and the TSERC is not responsible for any lapses on any account. All statutory payments such as Minimum wages, PF, ESI, Service Tax etc., should also be paid as per the law in force. The service provider is liable to reimburse any amount paid by the Commission in fulfillment of the legal obligation. Commission in such cases is entitled to deduct such amounts from the monthly amounts payable to the service provider or from the performance guarantee. The rates also include the reliever charges if any, agency commission.

4. The Janitorial personnel deployed on duty shall be having a minimum education level and must be able bodied with experience in Janitorial operations for at least one year. They should have basic communication skills in Telugu, English and Hindi.
5. The deployed personnel should be in proper uniform and have pleasing manners.
6. They should be capable of dealing with the Officers, staff and visitors with dignity. All the deployed personnel shall have good conduct.
7. The contract is valid for a period of one year from the date of its execution.
8. During the period of contract, the contract can be terminated by giving one month's notice by TSERC or on payment of the charges for one month in lieu of notice. The service provider can terminate the contract by giving no less than three (3) month's notice in advance so as to enable TSERC to make necessary alternative arrangements.
9. In case of any breach of contract / agreement or due to unsatisfactory performance of the service provider or on account of any lapses attribute to the personnel of the service provider or otherwise, the Commission reserves the right not only to terminate the agreement with the service provider without any notice, but also to initiate appropriate legal action to make good the loss sustained, if any.
10. The service provider is prohibited to sublet the work to any other service provider for any reason whatsoever.
11. The deployed security personnel shall be under the overall control and supervision of an assigned authority of the Commission.
12. The service provider's bill is subject to deduction of Income tax at source as per the law in force.

13. The field officers of the service provider shall keep a vigil on the posted personnel. The visiting field officer should record in the register maintained with the personnel about his arrival (signature with date and time) and also record his observations. The register is to be submitted to the assigned authority of the Commission on a day-to-day basis.
14. The deployed personnel are the employees of the service provider and hence they cannot have a right on the employment in the Commission at any time during and/or after the termination of the contract.
15. The service provider should make necessary arrangements for handling untoward incidents and/or occupational hazards by providing the adequate insurance cover for the personnel deployed etc.
16. The deployed personnel should be well versed in using the fire-fighting equipment.
17. Penalty clause: For violation of any of these terms and conditions or the cleanliness is not satisfactory a penalty upto Rs. 600/- per day will be imposed.
18. Any damage caused to the Commission's furniture, fixtures, and materials by the deployed personnel, shall be made good at the service provider's cost and risk.
19. The service provider shall use to the extent possible, biodegradable cleaning and sanitation material approved by TSERC for providing the services.
20. The service provider shall use the best practices in the professional industry for utmost cleanliness and sanitation of the office premises.
21. The scope of the service to be provided under this contract shall be as given in the detailed schedule of work annexed herewith. Cleaning should be made as per the detailed schedule of work given hereunder.

22. The Commission may conduct inspection of the work being carried out by the service provider as and when required by them.
23. All and any disputes or differences arising out of or touching the ensuing contract will be decided by the Courts or Tribunals situated in Hyderabad only. No suit or other legal proceedings will be instituted elsewhere.

Deputy Director – Personnel

DETAILED SCHEDULE OF WORK

A) DAILY SCHEDULE:

1. Wet mopping and dry cleaning of the entire floor including all common open areas such as near the lift, staircase, corridors, etc and disposal of garbage.
2. Cleaning and dusting of furniture, partitions, tables, chairs, glass surfaces, half & full height partitions, wooden boxes, almairahs, tables, phones, computers, airconditioners, venetian blinds and all other office equipment.
3. Cleaning of entrance gates, walls, lifts, electrical fixtures like fans, lights, fittings etc,.
4. Cleaning and disinfecting of all toilets thrice a day. Checking the proper functioning of all sanitary lines and hygiene at all times including providing deodorants etc,.
5. Inspection and arranging for proper functioning of the sanitary fixtures
6. Removing of all waste material split and any other dropped materials immediately during the office hours.
7. Minor repairs for proper functioning of sanitary fixtures
8. Undertaking plumbing jobs whenever and wherever necessary
9. Arranging visit of plumber to do repairs /replacements of plumbing materials as and when required.
10. Removal of all stains on walls and on the floor by sponging with cleansing agent.
11. Watering the indoor plants every day.
12. Emptying the Air conditioner water collection pots.
13. To protect the premises from rodents, and other pests so as to ensure safety of cables, wires and systems.

B) WEEKLY SCHEDULE:

1. Thorough washing of all the floors and removal of all kinds of stains in the office premises by applying approved cleansing agents wherever necessary.
2. Mopping and wet / chemical cleaning of glass and all other surfaces and removal of all stains on the floors.
3. Removal of cobwebs in the office premises
4. Stain removal, cleaning of all the office equipments
5. Vacuum cleaning of all sofas, chairs and other office furniture

C) MONTHLY SCHEDULE:

1. Cleaning / dusting of electrical fixtures like fans, lights, light fittings, ACs etc
2. Thorough wet and dry cleaning of all window panes (both sides) with soap solution and other chemical cleansing agents wherever required.

NOTE:

1. The janitorial services should be provided on all working days of the month
2. The main cleaning work should be complete before 09.30 am on all the working days
3. Work relating to the weekly and monthly schedules should be preferably carried out on Sundays/Holidays. Such work can be done during the whole day on Sundays/Holidays

Deputy Director – Personnel