



क्षेत्रीय क्षमता निर्माण एवं ज्ञान संस्थान
(IA&AD) पूर्वोत्तर क्षेत्र: लछतेलेत कम्प्लेक्स, शिलांग - 793003
REGIONAL CAPACITY BUILDING AND KNOWLEDGE INSTITUTE
(IA&AD) NE REGION: LACHATELETTE COMPLEX, SHILLONG-793003
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RCBKI/SHG/Tender/2023-24/2194

13 MAR 2024

NOTICE INVITING TENDER

Regional Capacity Building & Knowledge Institute (Indian Audit & Accounts Department) NE Region, Shillong invites sealed quotations only from reputed local firms, holding KHADC issued valid trading license and providing similar service to other Central/State Government organizations located in Shillong for:

- i. outsourcing 06 Nos. of Housekeeping Staff in the O/o the Director General RCB&KI, Shillong for the period from 01.04.2024 to 31.03.2025.
- ii. supplying cleaning materials to RCB&KI, Shillong for the period 01.04.2024 to 31.03.2025.

The sealed quotations addressed to the Director General, Regional Capacity Building & Knowledge Institute (IA&AD), Lachatelette Complex, Laitumkhrah, Shillong 793003 should reach this office by 27 March 2024.

The following should be complied with by the bidders while submitting their sealed quotations:

- i. The contract will be a composite contract comprising of (i) outsourcing 06 Nos. Housekeeping staff and (ii) cleaning items to RCB&KI, Shillong for the period from 01.04.2024 to 31.03.2025.
- ii. The bidders are advised to go through the attached Terms and Conditions carefully before submitting the tenders.
- iii. Tenders not sealed and received after due date and time will be summarily rejected. While sending tender it must be clearly indicated on the envelope "TENDER FOR PROVIDING OUTSOURCED SERVICES OF HOUSEKEEPING AND CLEANING ITEMS IN RCB&KI, SHILLONG".
- iv. The sealed tenders should be dropped in the Tender Box kept at RCB&KI, Shillong on or before 5:00 PM of 27 March 2024.
- v. Tender will be opened on 28 March 2024 at 11:00 A.M. Interested bidders can be present at the time of opening bids. In case, 28 March 2024 is a closed holiday due to unforeseen circumstances, the tender shall be opened on the next working day at the same time and venue.
- vi. Bidders should also submit the following documents along with their bids:
 - a. Valid Registration of firm/company, along with registration certificates for GST, EPF, ESIC, MSE, etc.
 - b. Valid Trading License issued by Khasi Hills Autonomous District Council (KHADC) under the United Khasi-Jaintia Hills District (Trading by Non-Tribals) Regulation, 1954 and United Khasi-Jaintia Hills District (Trading by Non-Tribals) Rules, 1959 (as amended), or declaration of exemption with supporting documents.

- c. FSSAI license or undertaking obtain from the concerned authority should submit within a month by the winning bidder.
- d. Undertaking that the bidder:
1. has read and agreed to all the terms and conditions and will abide by them.
 2. will not indulge in any unethical practices.
 3. will release the wages to the outsourced staff regularly and timely.
 4. will not charge any money/fees/deductions in whatever manner, name or form, or take any monetary/non-monetary considerations, or make any unlawful deductions from the compensation/salary of the manpower/employees/resources engaged by it and, to be deployed at RCB&KI, Shillong's site.
 5. will diligently remit all the statutory dues and obligations such as EPF, ESIC, GST, taxes, etc., timely and submit a copy of challan/receipts/proof to RCB&KI, Shillong.
- vii. Financial Quotations to be submitted in case of outsourcing 06 Nos. of Housekeeping staff in the following format:

Sl. No.	Total monthly wages (Min. Daily Wage x No. of Days x No. of Personnel)					Service Charge*		Total EPF	Total ESIC	GST @18%	Total
	Category	Min. wage	No. of days	No. of personnel	Amt.	Rate	Amt.				
1	2	3	4	5	6	7	8	9	10	11	12
(i)	Unskilled			6 Nos.							
(ii)	A.Bonus @	N/A	N/A	6 Nos.				N/A	N/A		
	Grand Total for 1 month										
	Grand Total for 12 months										

*Floor rate of service charge is 3.85% of minimum wage.

@Annual Bonus may be calculated at [8.33% of (Col. 6*12 months)] per staff.


- viii. Financial Quotations to be submitted in case of supplying cleaning items in the following format:

Sl. No.	Item	Qty.	Rate of item	Total
1	2	3	4	5
(i)				
(ii)				
(iii)				
Delivery Charge per delivery				

No. of deliveries per year (on quarterly basis)	4
Total Delivery charge	
Grand Total for 12 months	

List of items and quantity to be supplied during the period of contract as mentioned at Sl. No. viii are enclosed in the Annexure.


Memo No. RCBKI/SHG/Tender/2023-24/2195


Core Faculty (Admn)

13 MAR 2024

Copy forwarded to:-

1. Core Faculty (IT) for uploading in office website and CPPP.


Core Faculty (Admn)

Annexure A

**LIST OF CLEANING ITEMS TO BE SUPPLIED TO RCB&KI, SHILLONG FOR
THE FY 2024-25**

Sl. No.	Item	Quantity per unit
1.	Aer Freshener	90
2.	Apron	20
3.	Broom	84
4.	Chef Cap	15
5.	Cobweb Cleaner	8
6.	Colin 500 ml	46
7.	Cross 500 ml	144
8.	Dettol soap	281
9.	Dust pan	21
10.	Dusting cloth	158
11.	Garbage bag Large (60cm x 81cm)	36
12.	Garbage bag Medium (48cm x 56cm)	87
13.	Garbage bag Small (43cm x 48cm)	17
14.	Goodnight Refill	130
15.	Hand Wash	50
16.	Harpic blue 500 ml	206
17.	Harpic red 500 ml	153
18.	Iron brush	60
19.	Lizol floor cleaner 500 ml	144
20.	Mopping cloth	128
21.	Naphthalene ball (1 Kg)	33
22.	Odonil Freshener	143
23.	Room Freshener 250 ml	36
24.	Rubber glove	28
25.	Scrub pad	146
26.	Steel wool	188
27.	Surf Excel (in Kg)	48
28.	Toilet brush	22
29.	Toilet paper	375
30.	Vim liquid 500 ml	41
31.	Washing brush	33
32.	Washing soap (HD)	225
33.	Wiper	20
34.	Total	3,216

Terms & Conditions for providing Composite Housekeeping Manpower Services and supply of Cleaning Items at RCB&KI, Shillong

1. The Service Provider should possess valid Trading License issued by the Khasi Hills Autonomous District Council (KHADC) under the United Khasi-Jaintia Hills District (Trading by Non-Tribals) Regulation, 1954 and the United Khasi-Jaintia Hills District (Trading by Non-Tribals) Rules, 1959 (as amended). The service provider is required to follow the Rules and Regulations prescribed therein.
2. The Service Provider should have experience in providing similar services to Central Government Institutes located in Meghalaya, preferably in Shillong.
3. The Service Provider shall ensure that all the relevant licenses/ registrations/ permissions which may be required as per extant Acts/Rules and Regulations in force from time to time, for providing the services under this Agreement, are valid during the entire period of the Agreement, failing which RCB&KI, Shillong shall be competent to take appropriate action, including imposition of deductions and termination of contract. The documents relevant in this regard shall be provided by the Service Provider to RCB&KI, Shillong on demand.
4. The contract will be valid **w.e.f. 01.04.2024 to 31.03.2025**. The termination or extension of the agreement shall be after approval of the Director General, RCB&KI, Shillong.
5. The Agreement has been drawn against the minimum wages as prescribed by the Government of India, Ministry of Labour & Employment, O/o the Chief Labour Commissioner (C), New Delhi vide letter No. F.No.1/8(3) & (5)/2023-LS-II dated 26.09.2023.
6. The Service Provider shall initially enrol and continue to engage the existing six (06) Housekeeping staff in the Office of the Director General, RCB&KI, Shillong as follows:

Sl No.	Designation	Category	Education al qualification	No. of person	Duties and responsibilities
1.	Housekeeping	Unskilled	Class VIII pass	6	Maintenance of cleanliness in the rooms, corridors, staircases, campus, changing of sheets, liaison with the separate laundry service, etc., as per instructions of the Manager and Supervisor.

7. The number of manpower required to be engaged shall be liable to be changed as per the suitability of RCB&KI, Shillong.
8. RCB&KI, Shillong will decide on the suitability of personnel to be deployed through an interview process.
9. The Service Provider shall furnish the following documents in respect of the manpower deployed by them to RCB&KI, Shillong's premises/designated premises in the stipulated timeline (given in brackets) of employment of the manpower:
 - a. Letter of deployment of each manpower (at the time of deployment);
 - b. Biodata/Resume with details of antecedents' (at the time of deployment);
 - c. Identity cards issued by Service Provider bearing photograph and signature of the manpower (within 8 days of joining);
 - d. Identity proof and residential proof (at the time of deployment);
 - e. Copy of police verification certificate (within a month of deployment);
10. The Service Provider must ensure that children below the age of 14 years are not deputed for employment.
11. The Service Provider shall be paid monthly wages for each outsourced manpower as per the rate agreed to, along with the EPF and ESI contributions, Agency Service Charge and GST, at the applicable rates from time to time.

12. The Service Provider will submit the bill for payment on the 25th of every month and RCB&KI, Shillong will release payment by the 10th of every following month.
13. The Service Provider is to mandatorily deposit Employee Provident Fund (EPF) and Employees' State Insurance (ESI) contributions for each employee employed along with employees' share at the end of each month (preferably online payment of EPF and ESI contribution) to the concerned authorities and pay applicable GST, etc., to the concerned Department. Proof of deposit of the above statutory amounts of EPF, ESI and GST are to be submitted to RCB&KI, Shillong the following month together with the monthly bill of claim.
14. If any undue or inadvertent over payment /excess payment is made at any point of time by RCB&KI, Shillong to the Service Provider, RCB&KI, Shillong reserves the right to deduct/recover the overpayment/excess payment from the subsequent bill or from the performance security.
15. No advance payment for wages shall be made to the Service Provider. Payment shall be made only after submission of monthly wages bills and verification of documentary proofs for deposit of EPF/ESI/GST remittances of the previous month.
16. The rates of Wages, ESI, EPF and GST, etc, shall be revised as and when the same are amended/notified by the Centre/State Government on furnishing of the copies of the orders/notification by the Service Provider.
17. The Service Provider shall not sublet the contract directly or otherwise to any third party, in violation whereof, the Agreement will stand cancelled as per extant procedures.
18. Compliance to laws and rules such as Labour Act, Minimum Wages Act, Employees Provident Funds and Miscellaneous Provisional Act, 1952 etc., shall be the liability of the Service Provider. RCB&KI, Shillong shall in no way be responsible for the violation of any rules and/or infringement of any other laws from the time being in force, either by the manpower or by the Service Provider.
19. RCB&KI, Shillong shall provide workspace (seating area, work desk, furniture etc.) for the manpower hired through Service Provider, and also arrange necessary gate/ entry pass to RCB&KI, Shillong's premise/designated premise for the manpower.
20. RCB&KI, Shillong shall make necessary arrangements for use of basic facilities such as drinking water, washrooms etc., for manpower working at RCB&KI, Shillong's premise/designated premise.
21. RCB&KI, Shillong shall provide unimpeded access to all the infrastructure which is required to perform the Services. It may include use of stationery, printer, electricity, internet, servers, data drives, tools, and software etc. However, use of such infrastructure shall be limited for official purpose only.
22. Working shifts (includes day and night shift) if any, and daily working hours shall be mutually agreed upon between RCB&KI, Shillong and Service Provider and is to follow all the labour laws.
23. All the Housekeeping services are to be carried out by the Service Provider on all days of the month (including Saturdays, Sundays and Holidays). However, it should be ensured that each employee is not to be engaged for more than 26 days per month. The outsourced staff shall be allowed 8 days of paid absence from duty in a year.
24. The attendance of the manpower shall be entered in the register and/or in the Aadhaar based Biometric attendance system at RCB&KI, Shillong's premises.
25. The outsourced manpower shall not be entitled to any benefit/compensation/ absorption/regularization of service in the office under the provisions of the Industrial Disputes Act, 1970.
26. RCB&KI, Shillong shall not be responsible/liable in the event of death, illness, physical injury, permanent disablement or otherwise of the deployed personnel, and shall not, in anyway, be liable for payment or compensation or rendering financial assistance thereof.
27. The Service Provider shall be solely responsible for the redressal of grievances/resolution of disputes related to persons deployed.
28. The transportation, food, medical and other requirements in respect of personnel of the Service Provider will be the sole responsibility of the Service Provider.

29. The Service Provider shall ensure proper conduct and decorum of their personnel in the Institute premises. Any complaint of misbehaviour/misconduct by the outsourced manpower received from guests/trainees or any case of misappropriation/misutilization of premises etc. by the Service Provider or his workers noticed by the In-charge/ Hostel/Administration or any other Officer of the Institute will be viewed seriously and is liable for appropriate action by RCB&KI, Shillong.
30. The Service Provider shall nominate a coordinator/Single Point of Contact (SPOC) who should be available for contact at all times. Receipt of message sent by email/fax/special messengers from this Institute to the Service Provider is to be acknowledged immediately.
31. The Service Provider shall keep RCB&KI, Shillong updated about any change of address, contact details, telephone numbers, email, change of Management, etc., from time to time.
32. No deployed manpower shall be allowed to stay in the premises of RCB&KI, Shillong unauthorisedly.
33. The Service Provider will be liable for any loss, damage, theft, burglary or robbery of goods and valuables etc. from the Institute. Any loss due to deliberate act of negligence, theft, breakage, other than normal wear and tear, will be charged to the Service Provider at depreciated rates applicable as per Companies Act, 2013, besides termination of the contract. In case of non-availability of the rates of depreciation in the Companies Act, 2013 it will be charged at the rates applicable in the Income Tax Act. In case the rates of depreciation are not available, the same shall be charged @ 10% (Ten percent) of the cost per annum on a straight line method. The residual value of items which have exceeded their lives will be taken @ 5% (Five percent) of the cost price.
34. The Service Provider will arrange his own equipment (modern and standardized) over and above those to be provided by RCB&KI, Shillong (List of items enclosed). Proper maintenance & upkeep of all the equipment provided by RCB&KI, Shillong is the responsibility of Service Provider.
35. Regular cleaning of the allotted premises shall be the responsibility of the Service Provider who should engage adequate staff for cleaning and washing utensils etc. Regular cleaning of the allotted premises shall be overseen by the Hostel Management staff.
36. The Service Provider will bear the cost, throughout the term of contract, for comprehensive general liability insurance by his workers and materials.
37. Uniforms should be supplied by the Service Provider to the workers at his own cost and it should be ensured that the working staff etc. are in proper uniform while on duty.
38. The Service Provider shall be responsible for the safety of the workers and should ensure that all safety measures are taken care of.
39. Pest control is to be done regularly by Service Provider and is to be undertaken with prior permission from RCB&KI, Shillong. The cost of the pest control will be borne by the Service Provider.
40. Collection of garbage and its proper disposal at designated place on daily basis and to the designated Municipal garbage vehicle on certain days will be the responsibility of the Service Provider.
41. Complaints Register should be made available to the guests by the Service Provider so that they may record their complaints, if any, relating to the cleanliness of the premises.
42. The entire RCB&KI premises (including regular room, VIP rooms, attached toilets, customized furniture, kitchen, dining area, conference hall, internal and external common areas) should be cleaned regularly and maintained properly. The cleaning chart/table are to be maintained by the Service Provider indicating activities performed on daily basis and should be produced to In-charge, Hostel/Administration on demand.
43. The bed sheets, pillow covers, towels etc. should be washed regularly. The Service Provider is to ensure that cleaned and ironed set of bed sheets, pillow covers, towels etc. are to be provide to the guests.
44. If any guest is residing in hostel room for a longer period, the set of bed sheets, pillow covers, towels etc. are to be replaced by clean and ironed set after every three days.
45. The Service Provider shall provide cleaning and sanitation items to RCB&KI, Shillong on a quarterly basis as detailed in the Annexure.

46. Reimbursement of cleaning items supplied at Sl. No. 45 shall be done on a quarterly basis. Service Provider shall include all the original receipt(s) of items supplied while submitting the bill.
47. All the toilets are to be cleaned on daily basis (morning and afternoon) and maintained in a neat and clean condition.
48. Cleaning of glasses, windows, hand rails of staircase etc. are to be done on day-to-day basis. The Service Provider will have to attend to any other miscellaneous work assigned by the In-charge RCB&KI Hostel/Administration, if any.
49. The personnel deployed by the Service Provider shall not divulge or disclose to any person, any details of the Institute, operational process, technical know-how, security arrangements and administrative/organizational matters as all are of confidential/secret nature.
50. The Service Provider should deposit Performance security, in the form of Demand Draft/Banker's Cheque/Bank Guarantee for the duration of the contract, valuing between **3% to 10% of final contract value** which will be valid upto 60 days beyond the date of completion of all contractual obligation of the contractor including statutory obligation. The Performance security will be released only after successful completion/expiry of the contract.
51. The agreement can be terminated by either side upon giving one month's notice in advance in writing, except in the event of failure of providing satisfactory services, on the part of the Service Provider, in which event, the agreement can be terminated without giving any notice whatsoever. The decision of RCB&KI, Shillong as to what constitutes failure of providing satisfactory services shall be final and binding on the Service Provider. On such termination, the Performance security shall be forfeited.
52. In case of termination, the Director General, RCB&KI, Shillong or his representative reserves the right to ask the Service Provider or any other Service Provider to provide services till the alternative arrangement is made.
53. In the event of any dispute/differences arising out of this Agreement, the decision of RCB&KI, Shillong shall be final and binding on the Service Provider. Any disputes relating to the tender shall be subject to the territorial jurisdiction of Shillong.
54. The terms and conditions are renewable/amendable for further period on such terms and conditions mutually agreed by both parties.