



ৰাষ্ট্ৰীয় স্বাস্থ্য অভিযান, অসম

NATIONAL HEALTH MISSION, ASSAM

Request for Proposal

For Selection of House Keeping and Cleaning Agency

(NATIONAL COMPETITIVE BIDDING)

RFP Ref No. NHM/H.K & CLE/465/07-08/Part-1/26153

Date: 02/01/2020

Issued by

The Mission Director

National Health Mission, Assam

Saikia Commercial Complex, Srinagar Path, Christianbasti,
G.S Road, Guwahati-781005, Assam.

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1. Notice Inviting Proposal

1.1 Proposals are invited from eligible parties (Firm/Agency) interested to provide House Keeping and Cleaning Services to National Health Mission, Assam in its office premises on outsourcing basis vide a service contract with specific terms and conditions. The contract shall be initially for a period of two years, which may be renewed for another year with the mutual consent of both the parties.

1.2 Interested parties can download the RFP document containing details terms and conditions, scope and eligibility criteria are available for download in the official website: <https://nhm.assam.gov.in> Court fee stamp of Rs 8.25 or IPO of Rs 10/- along with the non-refundable Processing fee of Rs 2,000.00 (in the form of a Demand Draft) in favour of **“State Health Society, Assam”** payable at Guwahati should be submitted.

1.3 The proposals (both technical and financial proposal) by eligible parties shall reach in the office of the under signed within due date and time (i.e.17/01/2020) in the prescribed format and manner. Proposal received after due date and time shall be rejected.

1.4 Key Information:

Tender Schedule	
Date of issue of the Tender	02/01/2020 at 10:00 AM
Pre-Proposal Conference	10/01/2020 at 3.00 PM
Last date and time of submission of Bids (Financial & Technical) (Vide Courier Service or Drop Box)	17/01/2020 at 1:00 PM
Date and time of technical bid opening	17/01/2020 at 3:00 PM
Place of Technical Bid opening.	Office of the Mission Director, National Health Mission, Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam.
Address for Communication	Mission Director, National Health Mission, Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam.
Tender Processing Fee(non-refundable)	Rs 2000/-(Rupees Two Thousand) only in the form of Demand Draft in favour of “State Health Society, Assam”
EMS/Bid Security	Rs 28,000/-(Rupees Twenty Eight only) in form of Demand Draft/ Fixed Deposit Receipt/BG in favour of “State Health Society, Assam”.

2. Terms of Reference (TOR)

2.1 Eligibility Criteria

The interested parties shall have to comply following criteria to participate in the tendering process.

- a) Minimum two year of work experience(as on 31st March 2019) in providing House Keeping and Cleaning services¹ on outsourcing basis. (Copy of the Service Contract/Work Order to this effect to be enclosed as supporting evidence along with the technical proposal).
- b) Valid registration with GST, ESI, EPF and Income Tax authorities. (copies of the self-attested certificates to be submitted along with the technical bid.
- c) Employed not less than 50 (hundred) field level staff² (non-administrative) to render similar services at clients' locations. (EPF and ESI returns to be furnished as supporting evidence in any of the three preceding months from the month when the proposal was submitted)
- d) Provided similar services to at least two government, semi-government or public sector undertaking (PSU) clients, successfully for a period of one year as on 31st March 2019. (Agreement Copy/ Work order along with proof of claim to be furnished along with the technical proposal).
- e) Should have average annual turnover of at least Rs 5,00,000.00 (Rupees Five lakhs only) in last three financial years starting from 2016-17 till 2018-19
- f) Should not have been blacklisted or debarred form participating in any tender floated by any government or semi-government agency(s) and which is in force as on the date of bid submission.

2.2 Scope of Work

The agency shall be responsible for the maintenance and upkeep of facilities (indoor & outdoor) in the registered office premises of NHM in the manner as specified in **Annexure 1, 2 & 3**. The scope of the work shall include:

Housekeeping:

¹Includes housekeeping, gardening and cleaning services.

²Staff directly engaged at the client location for rendering House Keeping and Cleaning and Gardening services.

- a) Cleaning, maintenance and upkeep of indoor facilities including Office Room, Conference Hall, Common Areas, Lobby, Security Room, Store/Tool Room, Pantry, etc.
- b) Cleaning, gardening, maintenance and upkeep of outdoor facilities including stair, drain, plantation, parking area, etc.

2.3 Responsibility of the Agency (Service Provider)

The responsibilities of the Agency (service provider) shall include:

Housekeeping Services:

- a) All the personnel engaged by Agency to provide the services as desired by the Corporation have to be in proper uniform during duty hour.
- b) All the personnel shall bear photo identity card during the duty hour. (The Photo Identity Card shall be duly verified and countersigned by the designated NHM official).
- c) All the rules and regulations relating to labour laws including accident, workmen compensation and insurance, ESI, PF, etc. are complied.
- d) All the official assets and property are safeguarded.
- e) That qualified and dedicated personnel is deputed to supervise cleaning and housekeeping activities to ensure quality and efficiency in service; and to act as a contact person to co-ordinate and interact with the office management.
- f) Maintain location-wise logbook to record all cleaning and housekeeping activities carried out in the format prescribed by the authority for checking and reference.
- g) To provide all necessary materials (**Annexure-3**) including tools, equipment, disinfectant, cleaning agents and consumables of required quality and quantity needed for proper execution of the cleaning and housekeeping service.
- h) All standard safety norms are being followed during execution of work by the Agency to avoid accidents causing damages to personnel, machines and buildings, etc.
- i) Provide required indoor and outdoor cleaning, maintenance and upkeep services as per **Annexure-1, 2&3**, deputing required number of manpower.
- j) The Agency has to engage a minimum manpower of 14 (FOURTEEN) (cleaning & housekeeping) staff exclusively for the assignment

General Responsibilities:

- k) The Agency will be abided by the terms and conditions as stipulated in this tender document or at a subsequent stage. In case, any documents submitted, declaration furnished or claim made by the Agency as part of the bid is found to be false at a

later stage, it would be deemed to be a breach of contract making it liable for legal action besides termination of the Contract.

- l) The entire financial liability in respect of manpower services deployed in NHM shall be that of the Agency and NHM will in no way be liable. It will be the responsibility of the Agency to pay to the person deployed a sum not less than the minimum wages as stipulated from time to time and adduce such evidence as may be required by NHM, Assam.
- m) For intents and purposes, the Agency shall be the “Employer” within the meaning of different Rules and Acts in respect of manpower so deployed. The persons deployed by the Agency (Service Provider) shall not have any claim whatsoever like employer and employee relationship against NHM, Assam.
- n) The Agency shall be solely responsible for the redressal of grievances or resolution of disputes relating to manpower deployed. NHM, Assam, in no way, is responsible for settlement of such issues whatsoever.
- o) The Management (NHM Assam) shall not be responsible for any financial loss or any injury to any person deployed by the Agency in the course of their performing the functions/duties, or for payment towards any compensation.
- p) The personnel deployed by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular / confirmed employees during the currency or after expiry of the contract.
- q) In case of termination of the Contract on its expiry or otherwise, the personnel deployed by the Agency shall not be entitled to and shall have no claim for any absorption in regular or other capacity.

2.4 Responsibility of the Tender Inviting Authority:

The responsibilities of the management shall include:

- a) Provide space for safe storage and issue of consumables, uniforms; maintenance record; and place of sitting for supervision (deputed by the contractor).
- b) Clearly define the cleaning area, frequency and method of cleaning for respective locations, etc.
- c) Co-operate with the cleaning staff for timely and complete cleaning.

- d) Directly supervise the cleaning staff while carrying out cleaning in critical/sensitive areas like; computer room, office room, etc. to avoid unwanted situations including; damages, interruption, accident, etc.
- e) Develop logbook, control sheet, checklist for documentation, regular monitoring and quality assurance.

2.5 EMD and Performance Security

- a) The applicant shall submit along with technical proposal the tender cost of Rs 2,000.00 (Rupees Two thousand only) in the form of Demand Draft and EMD of Rs 28,000/- (Rupees Twenty Eight thousand only) in form of Demand Draft/ Fixed Deposit Receipt/ irrevocable Bank Guarantee, in favour of State Health Society, Assam payable at Guwahati.
- b) The EMD of the unsuccessful bidders shall be returned within one month of the selection of the Agency. In case of successful bidders, the EMD shall be returned on submission of Performance Security. The performance security shall be returned within 60 days of successful completion of the contract period.
- c) Performance Security shall be 5% of annual contract value. The successful bidder shall deposit the performance security in the form of Demand Draft (DD) or FDR or BG in favour of State Health Society, Assam payable at Guwahati within 21 days of notification of award, or execution of contract (**Annexure-7**), whichever is earlier.
- d) The EMD in form of BG should have minimum validity of 200 days from the due date of submission. In case of Performance Security in the form of BG, it should remain valid upto sixty days beyond the contract period.

2.6 Bid Validity

The bid should remain valid for a minimum period of 180 days from the date of technical bid opening. Bid with lesser bid validity shall be rejected summarily

2.7 Payment & Price Validity

- a) The Agency (Service Provider) shall be paid on monthly basis as per the contracted rate. The price shall be all-inclusive including the cost of manpower, consumables, equipment and overheads.
- b) The price as quoted by the Agency (as per **Annexure-5**) shall remain unchanged in the first year of operation. There shall be a price escalation of 5% for each year of successful operation.

- c) The Agency shall be compensated in case of any increase in minimum wages subsequent to the signing of the service contract affecting the monthly labour cost, which is beyond the normal annual price increment of 5%.

2.8 Period of Engagement

- a) The engagement shall be for a period of two years from the date of actual operation (beginning of service) or signing of contracts whichever is later.
- b) The contract may be extended for a maximum of another twelve months in existing terms and conditions with mutual consent of both the parties.
- c) The agency shall sign the contract (Format given in **Annexure-7**) and start providing services (actual engagement of personnel) within 21 days of issue of Letter of Award/Intimation.

2.9 Termination /Suspension of Agreement

- a) The contract can be terminated at any time prior to its completion by either of the parties with 60 days of notice period.
- b) The Tender Inviting Authority may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:
 - (i) Shall specify the nature of failure, and
 - (ii) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.
- c) The Tender Inviting Authority after giving 30 days clear notice in writing expressing the intention of termination by stating the ground/grounds on the happening of any of the events (i) to (iv), may terminate the agreement after giving reasonable opportunity of being heard to the service provider.
 - (i) If the service provider does not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Tender Inviting Authority has subsequently approved in writing.
 - (ii) If the service provider becomes insolvent or bankrupt.
 - (iii) If, as a result of force majeure, service provider is unable to perform a material portion of the services for a period of not less than 60 days: or
 - (iv) If, in the judgment of the Tender Inviting Authority, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

3. Instruction to Bidder

3.1 Submission of the Proposal

- a) The proposal shall be submitted in the either through courier or drop box (offline) in a sealed envelope with clear inscription as “ PROPOSAL FOR CLEANIG & HOUSEKEEPING SERVICES, RFP REFERENCE NO.....” on top of both inner and outer covers before due date and time in following address:

To
The Mission Director
Natinal Health Mission, Assam
Saikia Commercial Complex, Srinagar Path,Christianbasti,
G.S Road, Guwahati-781005, Assam.

- b) The Proposal shall be in two parts i.e. Cover-A and Cover-B. Whereas “**Cover-A**” shall contain the “**Technical Proposal**”and “**Cover-B**” shall contain “**Financial Proposal**”.
- c) Technical and Financial Proposal shall be submitted separately in sealed covers with clear inscription as “TECHNICAL/FINANCIAL PROPOSAL; RFP REFERENCE NO.....” on top of respective cover/envelop. And both the sealed envelopes shall be sealed in a third envelop with required inscription on it as mentioned in the clause (b) above.
- d) The Price Bid/ Financial proposal shall be submitted in the format given under **Annexure-5**. The applicant required to fill the price bid format completely with required details and seal it separatelyas Financial Proposal “**Cover-B**”. Incomplete format shall be liable for rejection.
- e) The Bid should reach the Office of the Tender Inviting Authority(TIA) on or before the due date for submission of the Bid. Late bids (bids received beyond due date and time) shall not be entertained and shall be returned unopened to the applicant.
- f) Any delay receipt due to postal or courier delay shall be at applicants’ risk.

3.2 Content of the Proposal

- a) The technical proposal in addition to proof of eligibility as per Clause 2.1 shall contain following documents:
- (i) All the information, document and clarification as required under **Annexure-4**.

- (ii) EMD (in form of DD/FDR) and RFP Document Cost (in form of DD).
- (iii) Copy of the RFP document signed in every page by the duly authorized signatory.

- b) The financial proposal shall be submitted separately in a sealed envelope as per the format given under the **Annexure-5**.

3.3 Evaluation and Selection

- a) The proposal shall be evaluated in two stages i.e. technical evaluation and financial evaluation.
- b) Those applicants who shall qualify in the technical evaluation shall be eligible for participation in financial bid opening.
- c) The qualifying score in technical evaluation for the financial opening is 35 Marks out of total score of 50 Marks. Format for evaluation is given **Annexure 6**.
- d) In case the number of applicants qualifying in the technical proposal falls below 3 (Three) then the technical scoring can be relaxed up to 50% (i.e. 30 Marks) by the NHM to ensure at least three applicants for financial bid opening. Where less than three applicants qualify for the financial bid opening, even after the relaxation in the qualifying marks, then Authority may also decide to go ahead with financial bid opening with less than three qualifying applicants.

ANNEXURE-1: Detail of Office Premises

Sl.No.	Block	Floor	Rooms	Toilet/Wash Rooms
1.	A	1 st floor	16 nos. rooms (101-116). Room No.116 is office canteen.	1. 1ladies wash room. 2. 1 Gents wash room. 3. 1 attached wash room.
2.	B	2 nd floor	14 nos. rooms (201-214)	1.Two ladies wash room. 2.Two Gents wash room. 3. One attached wash room.
3.	A	3 rd floor	18 rooms (301-318)	1. 1ladies wash room. 2. 1 Gents wash room. 3. 1 attached wash room.
4.	A	4 th floor	7 rooms (401-407). Room no. 401 is Conference hall.	1. 1ladies wash room (attached with conference hall). 2. 1 Gents wash room. 3. 1 attached wash room
5.	A	5 th floor	11 rooms. (501-511) Room no. 501 is the chamber of Hon'ble Minister, H&FW. Room no. 504 is board room.	1. 1ladies wash room. 2. 1 Gents wash room. 3. Two attached wash room.
6.	B	5 th floor	7 rooms. (501-507) Room no. 506 is Board room.	1. 1ladies wash room. 2. Two Gents wash room. 3. 1 attached wash room. 4. 1 small kitchen for MD Sir.

ANNEXURE-2: Job Specification

S.No.	Particular	Scope of Services	Frequency
1	Office rooms (including attached toilet), Common office space.	a) Floor cleaning (sweeping, vacuuming and wet mopping) b) Cleaning and dusting of furniture, fittings, office equipment, window (frame, panels & glass), ceiling, wall and other office equipment.	Twice a Day (8 am; 2pm) Once a day (8 am)
2	Corridor, Terrace, Staircase, and other common areas.	a) Floor Cleaning (sweeping, vacuuming and wet mopping) b) Cleaning and dusting of furniture, window (frame, panels & glass), ceiling, wall and office equipment.	Two times a day (8 am; 2pm) Once a day (8am)

3	Conference Hall Security Room Rest Room	a) Floor Cleaning (sweeping, vacuuming and wet mopping) b) Cleaning and dusting of furniture, window (frame, panels & glass), ceiling, wall and office equipment.	Once a day (8 am) Once a day (8am)
4	Store Room, Tool Room, Electrical room, Computer Room, etc.	a) Floor Cleaning (sweeping&vacuuming) b) Wet mopping c) Cleaning and dusting of furniture, window (frame, panels & glass), ceiling, wall and office equipment.	Once in a day Once in a day Once in a day
5	Common Toilets at different locations.	a) Cleaning of all toilets bowls, pans, urinals, washbasins and any other porcelain components using detergent solution. b) Floor to be cleaned using disinfection and cleaning agents (permitted grade), mopped and wiped dry. c) Cleaning, dusting and wiping of toilet walls, ceiling, pipes, mirrors and other fittings.	Four times a Day (8 am, 12 pm, 2 pm, 4 pm) -Do- -Do-
6	Drain Maintenance	a) Preventive cleaning to blockages chokes and overflows using bleaching and disinfectants.	Daily.
7	Overhead tanks, sumps, drains, gully trap, etc.	a) Preventive maintenance to avoid deposit, algae growth, contamination, blockages, etc.	Once in a month
8	Maintenance of outdoor	a) Sweeping and cleaning of the entire campus. b) Cutting of bushes, pruning of trees, cleaning, leveling, etc. c) Spraying of insecticide; rodenticide, pesticide and larvicides for removal of flies, rodents and pests form the premises. d) Collection of garbage (indoor & outdoor) on daily basis and disposal of the same in the designated locations for collection by GMC.	Daily (prior to 9.30 am) Weekly Weekly Daily (Before GMC collection hours in the area)

ANNEXURE-3: Tools, Equipment and Consumables to be supplied by the Agency

Tools & Equipment	Consumables (Soap & Chemicals)
<ol style="list-style-type: none">1. Stick Broom (outdoor use)2. Soft Broom3. Cobweb Brush4. Plastic/nylon Brush for toilet5. WC Round Brush6. Glass Duster7. Floor Duster8. Mop Stick9. Rubber Wiper10. Plastic Bucket11. Plastic Mugs12. Cotton Swabs13. Nylon Scrubber14. Vacuum Cleaner15. Scotch Brite16. Steel Wool17. Dust Pan	<ol style="list-style-type: none">1. Liquid Cleaner2. Bathroom cleaning Acid3. Naphthalene Ball4. Phenyl (White& Black)5. Room Spray6. Bleaching Powder7. Anti-insecticide (Example: Baygon Spray)8. Soap (liquid/power)9. Washing Power10. Toilet Cleaner (Permitted Grade)11. Glass and other surface cleaner (Example: Collin Spray)

ANNEXURE-4: Profile of the Applicant

(To be furnish along with technical proposal Cover “A”)

S.N.	Particulars	Details
1	Name and Address of the Applicant/Agency:	
2	Constitution and date of incorporation / registration: (Certificate of incorporation/registration to be enclosed)	(NGO/Partnership Firm/Company/Others) Date.....
3	Name, designation, contact no. and address of the Contact Person/Local Representative:	
4	Financial position and operational results for last three financial years (2016-17,2017-18 and 2018-19)	Audited Statement of Accounts to be attached (Self attested photo copy)
5	Number of field level staff engaged at the client locations to render House Keeping and Cleaning Services: (Refer Eligibility Clause 2.1 (c))	1. Supervisory Staff (Field) 2. Service & Support Staff To be supported by latest PF/ESI/TDS return filed with the respective authority.
6	Years of experience in similar line of activity along with the list of clients to whom similar service has been provided in last three years: <i>Separate list to be furnished for Public sector and private sector client. Private sector client of more than Rs 5.00 lakhs of annual contract value shall only be shown..</i>	1. Name of Client 2. Date of Contract 3. Duration of Engagement 4. Contract Value 5. Contact Status (Completed/Ongoing)
7	Registration/empanelment details with different authorities.	(i) Authority(s): (ii) Date of Regn.
8	Plan for Execution:	(i) Manpower Planning (ii) Monitoring (iii) Quality Assurance
9	Details of make, model, brand and quality of tool, equipment and consumables to be used.	Item wise details to be furnishes for the items in ANNEXURE-2
10	Details of Quality certification or Accreditations, If any.	
11	Details of the backlisting or debarment by government or semi-government agency, if any	
12	Any other details the applicant would like to furnish. (Example: Awards & Accreditations)	

The information as furnished above are true and correct and supported by valid documentary evidence.

Date:

Place:

Authorized Signatory

Note:

- (i) Information to be furnished in separate sheet wherever necessary.
- (ii) In case of documents it shall be self-attested photocopy.

ANNEXURE-5: FINANCIAL PROPOSAL (HOUSE KEEPING&CLEANING SERVICE)

PRICE BID

Name and Address of the Applicant:

Price details for Housekeeping:

S. No.	Particulars	Number of Staff	Monthly	Annual
A	MANPOWER COST (CLEANING & HOUSEKEEPING)	(a)	(b=a x Salary)	c = (b x 12)
A.1	Supervisory Staff			
A.2	Cleaning Staff			
A.3	Others, If any			
	Total (A.1+A.2+A.3)			
B	TOOLS& CONSUMABLE COST		Monthly	Annual
B.1	Tools & Equipment Cost (Pro rata):			
B.2	Consumables			
	Total (B.1+B.2)			
				Annual
C	OTHER COSTS			
C.1	Uniform & I Card			
C.2	Other cost, If any			
	Total (C.1+C.2)			
D	OVERHEAD/ PROFIT MARGIN		Monthly	Annual
D.1	Overhead as % of Cost (A+B+C)			
	Total (D.1)			
E	PRICE EXCLUDING TAX (A+B+C+D)			
F	TAX			
F.1	GST (Rate-____%)			
G	PRICE INCLUDING TAX (G=E+F)			
	TOTAL QUOTED PRICE			

PRICE QUOTED PER MONTH (AS PER "H"):Rs.....(in words)

Date:

Place:

Authorized Signatory

ANNEXURE-6: Standard Format for Evaluation of Technical Proposal (Scoring)

Name & Address of the Applicant: -				
(For official use only)				
Sl. No.	Criteria	Maximum Mark	Marks Obtained	Remarks
1.	Constitution of the Applicant: a) Registered Company: 05Marks b) Society/Partnership: 03 Marks	5Marks		
2.	ISO 9001 certification. (Copy of the Certificate to be enclosed)	5 Marks		
3.	Years of Business Experience: a) Between 2 to 3 years (5 marks) b) Between 3 to 5 years (7 marks) c) Above 5 years(10 marks) To be calculated from date of incorporation /registration of the Applicant	10 Marks		
4.	Average number of field staff employed: a) More than 50: 05 marks b) More than 70: 07 marks c) More than 100: 10marks	10 Marks		
5.	Market Presence/Clientele: Number of clients served asof 31/12/2019 a) Public Sector Client: 02Marks each b) Private Sector ⁵ Client: 01 mark each	10 Marks	1	2
6.	Avg. Annual Turnover ⁶ during last three financial years starting from F.Y.2016-17 a) Above 5.00 lakhs: 3marks b) Above 7.00 lakhs: 5 marks c) Above 10.00 lakhs: 10 marks	10Marks		
Total Score		50 Marks		

⁵ Annual contract value of more than Rs 5.00 lakhs

⁶Turnover certificate from Chartered Accountant in the official letter pad along with Audited Statement of Accounts of the bidder for previous three years (2016-17, 2017-18, 2018-19) to be enclosed;

ANNEXURE-7: FORMAT FOR AGREEMENT

AGREEMENT FORHOUSE KEEPING AND CLEANING SERVICES

1. An agreement made this.....day of 2020 BETWEEN National Health Mission Assam (hereinafter called "Purchaser") of the one part AND <insertnameandaddressoftheservisse provider>(hereinafter called "the Agency", which expression shall, where the context so admits, be deemed to include his heirs successors executors and administrators) of the other part.
2. Whereas the Agency has been selected by NHM Assam through an open tender issued vide Reference No.....dated, and accordingly the letter of award was issued vide No.....dated..... inviting to execute the contract.
3. And whereas the Agency agreed to provide House Keeping and Cleaning Servicesinthe registered office premises of NHM Assam,as per the provisions in the RFP document.
4. And whereas the Agency has deposited the performance security of Rsafter adjusting the EMD amount submitted earlier along with the technical proposal vide.....

NOW THESE PRESENT WITNESS AS FOLLOWS:

5. The following documents shall be deemed to form and be read and constructed as integral part of this Agreement, viz.:
 - a) RFP Terms of Reference;
 - b) Submissions and Declaration as part of the Proposal submitted;
 - c) Notification of Award issued by the Authority.
 - d) Special Condition of the Contract (Annexed)
6. In consideration of the payments of Rs.....(in words.....) per monthto be made by the Purchaser to the Agency, the Agency hereby covenants with the Purchaser (NHM Assam) to provide the agreed Services in all respects as per the provisions of this Contract.
7. The Purchaser hereby covenants to pay the Agency in consideration of the provision of the agreed House Keeping and Cleaning Services, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed in the Contract.
8. The description of the services to be rendered by the Agency under this contract and their prices as offered by the Agency and accepted by the Purchaser are as under:

<Insert the price bid submitted by the Agency>

PRICE

9.1 The price shall be **firm and fixed** in the first year of operation. Service tax shall be paid on the monthly fees/charges at the rate as applicable. There shall be an annual price escalation of 5% on successful discharging of service by the Agency.

10. PAYMENT

10.1 The payment shall be made to the Agency on monthly basis.

10.2 In case of any deficiency in performance or non-supply of agreed manpower, deduction shall be made proportionately from the monthly fees.

10.3 The agency shall submit the monthly bill within 1st week of the following month.

11. Special Condition to this Contract is given under Annexure-A

For and on behalf of Agency

For and on behalf of NHM Assam

3

<Authorized Signatory>

Authorised Signatory

<Name and Address of the Agency>

Date:

Date:

1. Witness

1. Witness

2. Witness

2. Witness

Annexure-A

SPECIAL CONDITIONS TO THE CONTRACT:

- a) NHM, Assam may advise the Agency to disengage any of its staff from service, with 24 hours prior intimation, in case the management found any negligence in the part of that particular staff.
- b) Agency shall be totally responsible for the conduct of the personnel engaged for the service and the management shall not be responsible for their conduct at any point of time.
- c) And in case of any damage/pilferage caused to the property of NHM due to mishandling, carelessness of the Agency or its personnel then the same shall be recovered from the Agency adjusting the amount against their monthly bill.
- d) Management shall provide suitable space to the Agency for storage of tools, equipment, chemicals and consumables required for the services and safe custody of all such materials will be Agency's sole responsibility.
- e) All the personnel engaged for the services shall be covered under insurance against any personal accident by the Agency and the NHM Assam will not be liable for any payment on account of compensation.
- f) NHM Assam shall not be held responsible for any statutory non-compliance in the part of the agency with respect to the Labour Laws including PF, ESI, Workman Compensation, Insurance, Minimum Wages Act, Labour Safety, etc. or otherwise. And in no circumstances NHM Assam shall be made a party to it in case of any dispute arising out of such non-compliance.
- g) In case of non-performance, part performance or non-adherence of the statutory obligations due to negligence in part of the Agency, then the penalty will be imposed by NHM proportionate to the extent of default/non-compliance/damage.