

**Engagement of Agency/Firm for providing Housekeeping Services at WAMUL
(Purabi Dairy) premises, Panjabari-Guwahati-Assam**

TENDER NOTICE



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The West Assam Milk Producers' Co-operative Union Ltd.

PURABI DAIRY

Tender Notice

Ref No: -WAMUL/Admin/Housekeeping/24-25/01

Date: 05/11/2024

West Assam Milk Producers' Coop Union Ltd (WAMUL) a Milk Union Registered under the Assam Cooperative Societies Act, 1949 and managed by the National Dairy Development Board (NDDB) with a fully automated processing unit for 1,50,000 liters of liquid milk, Now Invites sealed quotations for Engagement of Agency/Firm for providing Housekeeping Services at LMP & Administrative Building, at WAMUL (Purabi Dairy), Panjabari-Guwahati-Assam.

Interested bidders are requested to submit both the technical and financial bid in a sealed envelope separately. The bids in Sealed Cover-I containing "Technical Bid along with EMD" and Sealed Cover-II containing "Financial Bid" and should be placed in a third sealed cover inscribing "Tender for Engagement of Agency/Firm for providing Housekeeping Services at LMP & Administrative Building, at WAMUL (Purabi Dairy), Panjabari-Guwahati-Assam".

The bids should reach WAMUL on or before 26th November' 2024 14.00 hours addressing to "The Managing Director", West Assam Milk Producers' Co-op Union Limited, R. K. Jyoti Prasad Agarwala Road, Juripar Panjabari, Guwahati - 781037".

Schedule of Bidding

Sl. No	Item	Start date & Time
1	Bid Submission Start Date	05-11-2024
2	Bid submission End Date	26-11-2024 14.00 Hrs.
3	Bid opening date (Technical)	26-11-2024 14.30 Hrs.

For any future clarification and/or corrigendum(s) shall be communicated at Purchase Department at WAMUL (Purabi Dairy) Panjabari Office.

Contact: Ph.: 9707013600/6901265758

Email: sandhya@purabi.coop/joydeep@purabi.coop

- Bidder Information Form: Attached Annexure-I**
- Format of Quotation: BOQ as attached in Annexure: II for Semi-Skilled Supervisor & Un-Skilled Housekeepers.**
- Scope of Work as attached in Annexure-III**

GENERAL BID INFORMATION:

- Nature of Service:** Deployment of Manpower (housekeeper) for different sections for providing of housekeeping service at Liquid Milk Plant i.e. Packaging and Processing (QA Lab, LMP, Central Store, Administrative building along with the Overall WAMUL premises etc.)
- Required Manpower (housekeeper):** 25 Nos.(Approx.) manpower (incl.2nos Semi-skilled Supervisor and 23nos Unskilled Manpower) for housekeeping service however the required personal may increase or decrease as per the requirement.
- Superintendence/Overseeing Personal:** 2 Semi-skilled Supervisor for overall activities at both LMP & Admin in 2 shift.

R.K. Jyoti Prasad Agarwala Road, Panjabari, Guwahati- 781 037

E-mail: purabimilk@gmail.com • Website: www.purabi.org, GST No. 18AAAJW0070G1Z6



- **Location (WAMUL Premises):** West Assam Milk Producers Co-op Union Ltd, R.K. Jyoti Prasad Agarwala Road, Panjabari, Juripar, Guwahati- 781037.

1. TENDER SPECIFIC TERMS/CONDITIONS AND ELIGIBILITY CRITERIA

- a) The bidder should have at least 1 running contract of providing housekeeping services to any Agencies/Departments/Reputed Private or Govt Establishments/PSU/Industrial/Factory Setup/Manufacturing Industry within the state of Assam, having a minimum value of Rs.1 Cr (Documentary evidence: Work Order along with invoice copies month wise of last three running month ,Satisfactory performance certificate by the user company along with contact person name and mobile no, PF & ESIC challan copy of last three billing months of running contract)

Or

- b) The bidder should have at least 2 running contracts of providing housekeeping services to any Agencies/Departments/Reputed Private or Govt Establishments/PSU/Industrial/Factory Setup/ Manufacturing Industry within the state of Assam having a minimum value of Rs.50 lacs for each contract. (Documentary evidence: Work Order along with invoice copies month wise of last three running month, Satisfactory performance certificate by the user company along with contact person name and mobile no, PF & ESIC challan copy of last three billing months of running
- c) The bidder should have experience of providing housekeeping services to any FMCG or any manufacturing Industry in the last 3 (three) Financial Years i.e. 2021-2022,2022-23,2023-24. (Documentary Evidence: Work Orders along with satisfactory Performance Certificate having contact person name and mobile no, GST Invoices of last three months)
- d) The bidder should have an average annual turnover of not less than Rs.3 Cr in the last 3 Financial Years i.e. 2020-21,2021-22 and 2022-23/23-24 Year should be consecutive (Documentary Evidence: CA Certified copy having valid UDIN or Audited Balance Sheet of the last 3 F.Y)
- e) The bidder should have a registered office in Guwahati, Assam
- f) The bidder must have permanent account number (PAN) issued by Income Tax Department.
- g) The bidder must have a GST Registration Certificate.
- h) The bidder must be registered with PF & ESI Act (Registration Number to be mentioned)
- i) The bidder must have valid Trade License, Labor License, Shop & Establishment Certificate and Professional Tax Registration Certificate.
- j) The bidder should not have been blacklisted by any State/Central Government Department/PSU/Agency in the past for breach of general or specific conditions of contract, fraudulent, unethical or corrupt business practices. In this regard an up to date affidavit on Non Judicial Stamp Paper from public notary/ legal competent authority is to be submitted.

Note:

- a) ***WAMUL has full right to reject the bid of any agency that has been rendering poor service or rendered poor service during past occasions at WAMUL or any other organization after physical verification.***



2. Scope of Work: As specified in the attached annexure – III.

3. Terms of Reference (TOR)

- i. The contract will be for a period of **1(one) year** the contract period may further extended subject to satisfactory performance during the contract tenure.
- ii. The Labour Contractor/Service provider will not employ any person below the age of 18 years.
- iii. The Labour Contractor/Service provider will furnish the name and background of Semi-Skilled Supervisor and all the un-skilled housekeepers to Admin Department of WAMUL. No personnel shall be replaced without written consent from WAMUL.
- iv. The Labour Contractor/Services Provider will also ensure that outsourced manpower (housekeeper) remain detached from influence of local anti-social inhabitants and do not indulge in any political or Union activities.
- v. The Labour Contractor/Services Provider will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund, Employees State Insurance, Maternity Benefit and other labour laws in respect of the persons deployed in WAMUL. The service provider will be liable to pay the outsourced manpower (housekeeper) at least the minimum wages as per wages fixed under the Minimum Wages Act by O/o The Labour Commissioner, Govt. of Assam by 7th day of every month.
- vi. The agreement will be a commercial agreement and is not of employment. There will be no employer-employee relationship between the WAMUL and Agent's employee as per this Agreement. The WAMUL shall not be liable for any statutory requirement under different labour legislations as far as the employees of the Agent are concerned.
- vii. WAMUL will provide all items that are required for handling milk and milk products i.e. Aprons, Caps, Gloves and Gumboots/Safety Shoes etc. along with registers, stationeries, & torch light (including cells) for Supervisors.
- viii. Accommodation of the housekeeper & supervisor will be arranged by the service provider.
- ix. Payment of Overtime/Extra duties should be as per WAMUL's rules.
- x. In case of any Lockdown or any other restriction imposed by the Govt. the service provider/contractor will provide transportation of the workers to ensure smooth functioning of the dairy plant (As milk is considered essential commodity per Government of India promulgated Milk and Milk Product Order (MMPO) 1992 on 9/6/92 under the provisions of Essential Commodities Act, 1955).
- xi. Monthly bills should be supported by copies of deposit challans of PF, ESI of the preceding month, Salary Slips of deployed outsourced manpower (housekeeper) along with their bank account details/statement for cross verifications. In case of these contributions being deposited in lot by the same challans certificates on the copies of such challans should be given by the Agent indicating that the contributions in respect of the Workers.

Signature

Signature



- xii. If any dispute difference arises between WAMUL and the Agency in respect of this agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities, duties of the two parties, the same shall be referred to Sole Arbitrator or an Officer appointed by the Managing Director of WAMUL.
- xiii. The Award of the Arbitrator shall be final and binding on the parties to this contract. In the event of death of arbitrator or arbitrators being unable to act for any reasons, it shall be lawful for the West Assam Milk Producers' Cooperative Union Ltd. to appoint another Arbitrator in place of the outgoing arbitrator in the manner aforesaid. The venue of arbitration shall be Guwahati.
- xiv. Subject as aforesaid, the Arbitration Act, 1940, and Rules there-under and any statutory modification thereof for the time being the force shall be deemed to apply for the arbitration proceedings under this Clause.
4. **EMD:** The bid security (EMD) of **Rs. 60,000.00/-** should be paid by Demand Draft in favor of "West Assam Milk Producers Cooperative Union Ltd" payable at Guwahati. The EMD can be forfeited by the Purchaser, if the bidder is not earnest about their bid and withdraw it before the validity period is over. The EMD of unsuccessful tenderers will be returned without any interest, after a decision is taken regarding the award of the contract.
5. **Performance Security** The successful bidder shall furnish to the WAMUL a performance security @10% of the bid value in the form of Bank Guarantee or a Bank Draft from any Nationalized/Scheduled Bank in favor of "West Assam Milk Producers Cooperative Union Limited, Juripar, Panjabari, Guwahati-781037" within 30 days along with the acceptance copy of the agreement and shall be valid till the contract completion period. The Performance Security furnished by the successful bidder will be retained by the office up to the entire contract period and returned within 60 days of expiry of the contract. The PBG held by the office till it is returned to the successful bidder will not earn any interest.
6. **Validity of the Quotation:** Quotation must be valid for 120 days from the due date of Submission. The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
7. **Price Bid**
- 7.1 The rates shall be quoted in INR (Indian Rupee) only.
- 7.2 The GST, if applicable, shall be quoted separately. GST, charges in connection with the services shall be taken into account in evaluation.
- 7.3 The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be adjusted/ amended on any account except in case of statutory changes as per Government notifications from time to time.
- 7.4 The bidder should submit only one quotation. The bidder shall abstain from meeting/ contacting other bidders in matters related to this bid.

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8. Evaluation of Bids

8.1 **Technical Evaluation:** The first cover of the bid i.e. the technical cover will be evaluated as per eligibility criteria that contains all relevant details and documents to confirm bidder's eligibility criteria as referred in Pages 5-6 of the SBD. Technically qualified bidders shall be notified of the date of opening of financial bid.

8.2 **Financial Evaluation:** The Purchaser will evaluate and compare the bids determined to be substantially responsive i.e. qualified in the 1st cover (Technical) and are:

- Properly signed and furnished with supporting documents
- Conforming to the terms and conditions and submission of relevant details and documents at cited above.
- Meeting the criteria of least quoted rate as specified in the format of quotation at Annexure-II.
- The evaluation shall be made for the complete set of requirement as described in the tender.

9. Selection and Award of contract:

WAMUL will award the contract to the bidder whose quotation has been determined to be substantially responsive, confirms to the eligibility criteria, other terms and conditions and who has quoted the lowest evaluated quoted price. The acceptance of a tender will rest with WAMUL which does not bind itself to accept the lowest tender.

9.1 Notwithstanding the above, WAMUL reserves the right to accept or reject any bid and cancel the bidding process at any time prior to the award of contract.

9.2 The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the quotation validity period.

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10. **Cancellation and Rejection of Contract:** WAMUL shall be free to cancel the contract if the service provider is not able to comply to the terms and conditions laid down in the agreement by giving three months' prior notice to the Service Provider.

11. For any dispute/legal issues, the jurisdiction will be at Guwahati only.

Quotation can be submitted in person on or before the due date and time specified above. Such quotation should be dropped in the tender box only kept at the Office of the "West Assam Milk Producers Cooperative Union Limited, Juripar, Panjabari-Guwahati-781037"

Alternatively, the bidder can submit the quotation by registered post so as to reach the above address on or before the due date and time specified above. Quotation received after due date and time will not be considered and WAMUL shall not be liable or responsible for any postal delays.

The completed Tender document duly signed on all the scanned signed pages by WAMUL should be submitted by the bidder along with the offer letter.

Sd/-
Managing Director



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Annexure-I

(Bidder information form)

Details of the agency interested in providing Housekeeping Service at WAMUL Premises

1. Name of the Company/Firm/Agency :

(Attach Certificate of Registration)

2. Name of the Proprietor/Director of

Company/Firm/Agency :

3. Full Address of Reg. Office with Reg.No. :

4. Telephone No. :

5. Fax. No. :

6. E-Mail Address :

7. PAN/GIR/TIN No.(Attach Attested Copy) :

8. Labour Reg.No. (Attach Attested Copy) :

9. GST Reg.No. (Attach Attested Copy) :

10. E.P.F Reg.No. (Attach Attested Copy) :

11. E.S.I Reg.No. (Attach Attested Copy) :







Annexure-II			
Sl No	Pay Structure for Semi-skilled and Unskilled Manpower for various section	Semi-skilled Manpower: 8 Hrs-6 days/Week	Unskilled Manpower: 8 Hrs-6 days/Week
1	Basic Pay (should comply Min Wages)		
2	VDA		
3	Total Gross (should comply Min Wages)		
4	PF Employer (13 % Basic)		
5	ESIC Employer (3.25% of Gross)		
6	Total (Rs)		
7	Agency Charge should not less than 8% (On Gross)		
8	Bonus (8.33% of Basic +VDA)		
9	Total Monthly Cost		
10	GST @ 18%		
11	Grand Total incl. GST per manpower/Month		
12	Total cost for providing 2 Nos. of Semi-killed & 23 Nos Unskilled manpower/month (incl. GST & all)		
13	Total for providing 2 Nos. of Semi-killed & 23 Nos Unskilled manpower for 12 months (incl GST & all)		
14	Grand total for providing 2 Nos. of Semi-killed & 23 Nos Unskilled manpower for 12 months (incl GST & all)		



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Annexure-III

SCOPE OF HOUSEKEEPING WORK AT WAMUL PREMISES

Administrative Building & Campus

- i) Brooming, sweeping of floors, mopping twice a day and when instructed by WAMUL, of floors including corridors and staircase.
- ii) Dusting and cleaning of office furniture, office equipment including tables, chairs, side tables, racks and doors, files and file racks, paper trays and other installations.
- iii) Sweeping and mopping and cleaning of toilets, bathrooms (floors and walls), urinals, cleaning of washbasins and mirrors – thorough cleaning of toilets with suitable cleaning agents – as per requirement.
- iv) Replacement of liquid soap, urinal cubes, naphthalene balls/air purifiers, hand wash etc. **[As and when required]**.
- v) Emptying of dustbins of all rooms/sections.
- vi) Removal of sweeping and discarded/ unwanted, waste materials to the designated places.
- vii) To look & ensure availability of water in the overhead storage tank of Administrative Building.
- viii) Cleaning of cobwebs
- ix) Dusting and cleaning of doors, wall, ceilings and windowpanes.
- x) Cleaning and sweeping of terraces/rooftop.
- xi) Cleaning/Sweeping of campus.

Fortnightly/Monthly Basis

- i) Dusting of Room coolers, Air conditioners.
- ii) Dusting of ceilings fans, tube lights, fixtures, furniture and Cupboards.

Central Store & APART Store (Including New store) (Daily)

- Dusting and cleaning doors, wall, ceilings and window panes
- Cleaning/Sweeping
- Removal of sweeping and discarded/ unwanted, waste materials to the designated places
- Cleaning of cobwebs

Purabi Milk Booth Parlour (3 times in a day)

- Dusting and cleaning doors, wall, ceilings and window panes
- Cleaning/Sweeping
- Removal of sweeping and discarded/ unwanted, waste materials to the designated places
- Cleaning of cobwebs
- Cleaning and sweeping of rooftop. (once in week)



Weight Bridge Room, Two Wheeler Parking Shed & Security Booth (Daily)

- Dusting and cleaning doors, wall, ceilings and window panes
- Cleaning/Sweeping
- Removal of sweeping and discarded/ unwanted, waste materials to the designated places
- Cleaning of cobwebs
- Cleaning and sweeping of rooftop (once in a week)

Canteen (Daily)

- Cleaning/Sweeping
- Removal of sweeping and discarded/ unwanted, waste materials to the designated places
- Cleaning of cobwebs
- Cleaning and sweeping of rooftop (once in a week)
- Deep Cleaning and sweeping inside canteen (once in a week)

- Any other housekeeping works as directed by concern authority of WAMUL from time to time.

Timings/ Schedule of Housekeeping Personnel

6AM – 2PM	Housekeeper A & B	8 Hours duty (Break Shift)
9AM – 6PM	Housekeeper C	8 Hours duty + 1 Hour Lunch Break
6AM – 2PM (For Admin Campus cleaning activity)	Housekeeper D	8 Hours duty + 1 Hour Lunch Break

***Note - All materials including chemicals, tools, equipment's etc. which were used for day-to-day housekeeping activities for Admin building, LMP & New dairy plant shall be provided by the concern housekeeping agency, against submission of bill as per requirement.**

- **Two numbers of Housekeeping Supervisor for overall Operations at (Admin, LMP & New Dairy Plant) in two shifts**

Morning Shift – 6AM – 2PM

Evening Shift – 2PM – 10PM

Signature



Scope of Housekeeping for LMP & New Dairy Plant

<u>Scope of area</u>	Frequency	Cleaning Competition time
Dock Drain cleaning – Dispatch Dock to Milk Collection Dock. (LMP & New Dairy Plant)	Daily	6:30am
Cleaning & sweeping of entrance of LMP & New Dairy Plant , Bokul tree, Silos, surrounding, Boiler , ,front of Substation, Tanker bay, back side of new dairy palnt near central store.	Daily	6:00am
Cleaning of Dock black tiles & White tiles Dispatch Dock to Milk Collection Dock. (LMP & New Dairy Plant)	Weekly	7:00am
Cleaning Removal of sweeping and discarded/ unwanted, waste materials to the designated places including removing of cobwebs from Office Room, QA, Process, all terrace, DG Room, Water Tank, Campus, WTP , Loading, parking area between LMP & New Plant, ETP, ETP lab, Panel Room, Butter room, CIP kitchen, Paneer Section, Paneer Packing (including Cold Room), CIP control room, Ice Cream Processing, Ice Cream store room, chemical storage room, ice cream packing room (including cold room), curd processing room, curd packing room (including cold room & hot room), Milk packing section (including cold room). Final packing material storage tank area & QA lab first floor of new dairy plant, crate washing area, powder room, Dispatch office, Sub Mcc refrigeration, Mcc room, Polyfilm store area.	Shift wise	8:00am 4:00 PM and 10pm
Bath room cleaning- Toilets, Urinal Seat, Mirror, floor & walls tiles, wash basin, Cow-web, windows & vent glasses etc. Cleaning of women changing room & gents changing room.	Twice a day.	8:00am 4:00 PM
Drain whole inside Plant- Milk packing Section, Process Section Reconstitution, Paneer packing, Secondary packing, chamber of Reconstitution section	Daily	10:00 AM
Cleaning of corridor from main entrance to exit of utility. Both LMP & new dairy Plant.	Daily	8:00 AM
Roof cleaning of ground water Tank.	Daily	10:00 AM
All terrace Cleaning, removal of sweeping and discarded/ unwanted, waste materials to the designated places (LMP & New Dairy Plant)	Weekly	up to 5 pm
ALL Section Floor & wall tiles Cleaning	Shift wise	7:30 AM
Cleaning of Main Drainage system	Daily	9:00 AM
Cow-web of all area of inside of LMP & New dairy Plant	Weekly	9:00 AM

Note: All cleaning activities must be QA standard and final verification of all activities & certification of bill is subject to shift officer recommendation.

Timings/ Schedule of Housekeeping Personnel for LMP & New Dairy Plant

6AM – 2PM	Housekeeper A B C D E F G & H	8 Hours duty (Break Shift)
2PM – 10PM (For Admin Campus cleaning activity)	Housekeeper I J K L & M	8 Hours duty + 1 Hour Lunch Break
10PM – 6AM	Housekeeper N O & P	8 Hours duty + 1 Hour Lunch Break

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