



TELANGANA STATE ELECTRICITY REGULATORY COMMISSION

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TENDER NOTICE

Sub: - TSERC - Sealed Quotation(s) for providing Janitorial, Security and other allied services on job contract basis - Reg.

The Commission intends to engage the services of a service provider for providing Janitorial, Security and other allied services to its office which is having about 10,000 sq. ft. located in one floor having only one main entrance on Job contract basis. The security services at the office are required between 6.00 a.m. to 10.00 p.m. In addition, security services are also required at the residences of the Commission and other allied services, if any as required by them.

You are requested to submit your competitive quotation in a sealed cover on or before 26.10.2022 before 5.00 p.m. The terms and conditions of the enquiry are enclosed for your information.


COMMISSION SECRETARY (I/C)

TERMS AND CONDITIONS FOR SUBMISSION OF QUOTATIONS

1. The quotation should be submitted for the entire work on job contract basis in lump sum per month for Twenty Four (24) months OR Two (2) Years 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 break up or costing of the charges proposed to incur on each head. Charges for civilian guards and ex-servicemen may be quoted separately only for information if any. Other than the mandatory charges, the **service charges being collected by the agency would have a major bearing on successfulness of the bid.**
2. A copy of the firm registration, EPF registration, ESI registration, GST 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 (24 months' amount) valid for a period of 27 months from the date of the agreement (3 months claim period). The performance security will be returned within thirty (30) days from the date of expiry of claim period 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 for providing the services on submission of the bills soon after the completion of service for a calendar month. Normally, it takes about a week to clear the bills preferred by the service provider. Payment to the service provider should not be 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 10.30 AM and 5.00 PM 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 and conditions of the tender shall form part of the agreement.
11. TSERC reserves the right to reject any or all tenders without assigning any reason whatsoever.



TERMS AND CONDITIONS OF WORK EXECUTION

(For providing Janitorial, Security and other allied services to TSERC)

1. The service provider has to provide security, house-keeping services to the office of the Commission, which is having an area of approximately 10,000 sft located in one floor which is having only one entrance. Security and other allied personnel as requisitioned by the Commission need be provided.
2. The Commission shall pay a consolidated amount per month only to the service provider for the services rendered. For any deployment of additional security personnel, payment shall be made on pro-rata basis. The wages paid to the personnel engaged in the work shall not be lower than the minimum rates of wages as applicable. All statutory payments 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. The rates also include the reliever charges if any, agency commission, service tax etc.
3. Other allied services such as Lift Operator (1 member), Drivers (as per the requirement) for driving the official vehicles and one Mali & one Malan each at the residences of Chairman and Member(s) and also other personnel if required as per the need. TSERC will pay as per the quoted and accepted rates of wages in the quotation submitted inclusive of PF, ESI and exclusive of GST.
4. The contract is valid initially for a period of **twenty four months or two years** from the date of its execution and will be extended from time to time based on the performance.
5. During the period of contract, the contract can be terminated by giving one months' 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) months' notice in advance so as to enable TSERC to make necessary alternative arrangements.
6. 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, 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.
7. The service provider is prohibited to sublet the work to any other service provider for any reason whatsoever.
 8. The service provider shall be responsible for all security including security of property of the office & Official residences.
 9. The service provider's bill is subject to deduction of Income tax & GST at source as per the law in force.
 10. The field officers of the service provider shall keep a vigil on the posted personnel. The visiting field officer should record in the register about their 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.
 11. 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.
 12. 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.
 13. The deployed personnel should be well versed in using the fire-fighting equipment.
 14. The deployed personnel should be issued uniforms, Aprons, shoes etc., of the company they belong to. Necessary costs may also be built in the tender.
 15. Penalty clause: If a substitute does not turn up in time and does not assume duty and premises of the Commission/residences of Chairman and Members are left unguarded a penalty up to Rs. 600/- per day will be imposed.
 16. The monthly bill should accompany the challans of PF & ESI together with the statement of employees for whom those deductions are affected duly indicating the amounts remitted against each name.
 17. The Service provider should obtain all necessary information on his own, prepare the bill and forward the same to the Commission for arranging payment.



18. The service provider has to pay the salaries to its employees deployed under this agreement on or before 10th of every month and should not wait for receipt of the claimed amount from the Commission.

Duties to be performed by deployed security guards:

19. The deployed security guards shall be required to guard the premises from 6.00 am to 10.00 pm in the office or till such time on specific instructions from TSERC and also required to guard the residences of Commission and other official places of TSERC.

20. The security guards deployed on duty shall be having a minimum education level of a pass in SSC or equivalent examination and must be able bodied with experience in security operations for at least one year. They should have basic communication skills in Telugu, English and Hindi.

21. They will have to be smartly turned out during the duty hours and shall have pleasing manners.

22. They should be capable of handling incoming telephone calls and should be able to deal with the visitors with dignity.

23. The deployed security guards are required to maintain the relevant records in English.

24. The security guards shall be firm with the visitors, but polite at the same time.

25. The security guards shall be involved in screening and recording the movement details of every visitor.

26. The deployed security guards shall issue entrance passes to the visitors as per the policy laid down by TSERC from time to time.

27. The deployed security guards shall also check and keep a record of the gate passes issued by the competent authorities permitting material out go.

28. The deployed security guards shall also enter the incoming material in the concerned records.

29. The deployed security guards shall prevent misuse of water and electricity etc.

30. The deployed security guards shall ensure that all the cabins are locked once the concerned officer leaves the office.

31. The Commission shall provide necessary stationery, registers, writing material etc., to the security guards.

32. Torches with batteries, batons and whistles shall be a part of the uniform to be provided by the service provider.

33. The deployed security personnel shall be under the overall control and supervision of an assigned authority of the Commission.

Duties to be performed by Janitorial Staff:

34. DETAILED SCHEDULE OF WORK

A) DAILY SCHEDULE

- i. 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.
- ii. Cleaning and dusting of furniture, partitions, tables, chairs, glass surfaces, half & full height partitions, wooden boxes, almirahs, tables, phones, computers, air conditioners, venetian blinds and all other office equipment.
- iii. Cleaning of entrance gates, walls, lifts, electrical fixtures like fans, lights, fittings etc.
- iv. 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.
- v. Inspection and arranging for proper functioning of the sanitary fixtures
- vi. Removing of all waste material split and any other dropped materials immediately during the office hours.
- vii. Minor repairs for proper functioning of sanitary fixtures.
- viii. Undertaking plumbing jobs whenever and wherever necessary.
- ix. Arranging visit of plumber to do repairs I replacements of plumbing materials as and when required
- x. Removal of all stains on walls and on the floor by sponging with cleaning agent.
- xi. Watering the indoor plants every day.
- xii. Emptying the Air conditioner water collection pots.

- xiii. To protect the premises from rodents, and other pests so as to ensure safety of cables, wires and systems.

B) WEEKLY SCHEDULE;

- i. Through washing of all the floors and removal of all kinds of stains in the office premises by applying approved cleansing agents wherever necessary.
- ii. Mopping and wet / chemical cleaning of glass and all other surfaces and removal of all stains on the floors
- iii. Removal of cobwebs in the office premises.
- iv. Stain removal, cleaning of all office equipments
- v. Vacuum cleaning of all sofas, chairs and other office furniture

C) MONTHLY SCHEDULE:

- i. Cleaning / dusting of electrical fixtures like fans, lights, light fittings, AC's etc.
- ii. Through wet and cleaning of all window panes (both sides) with soap solutions 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 Sunday / Holidays*

Duties to be performed by Lift Operator:

- 35. The deployed Lift Operator should have sufficient training in operating the Elevator. The lift operator is to ensure the safe and efficient operation of the

lift. He is responsible for seeing to the fact that a lift is properly managed as per the standards of the lift authorization. The lift operator is also responsible for regularly cleaning the lift and checking its working condition time and again. In case of any emergency, the lift operator must know how to repair the lift.

36. The lift operator should receive and shall be firm with the VIPs, visitors, but polite at the same time.

