

TENDER DOCUMENT

NAME OF WORK:

**TENDER FORM FOR PROVIDING
SANITATION/HOUSEKEEPING SERVICES**



**BHARAT RATNA DR. B.R. AMBEDKAR UNIVERSITY,
DELHI
SECTOR-9, DWARKA, NEW DELHI – 110 077**



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DELHI SECTOR-9, DWARKA NEW DELHI-110 077**

**TENDER FORM FOR PROVIDING SANITATION/HOUSEKEEPING IN
THE ENTIRE CAMPUS INCLUDING IIT, BOYS & GIRLS HOSTELS
AND GUEST HOUSE**

Terms & Conditions

1. ELIGIBILITY AND SELECTION CRITERIA

- (i) A registered company, firm or agency having experience of at least **five years** in Sanitation/Housekeeping having minimum annual turnover of **Rs. 50 Lakh** during the preceding three financial years ending **31st March 2011** and experience of undertaking at least three independent completed projects in Housekeeping services worth Rs.5 Lacs each.
- (ii) The Tenderer should be registered with the Competent Authority and should have PAN/TAN number, Sale Tax/Service Tax registration.
- (iii) The Tenderer shall have well established office.
- (iv) The Tenderer should have 5 years experience in security services in Govt. Deptt, Semi-Govt., Corporate Sector and education institutions.
- (v) The Tenderer should not have been blacklisted by any Govt., Semi-Govt., Deptt. or any other organization.
- (vi) The Tenderer must submit duly filled Tender form specified in **Annexure I** of this document.
- (vii) Certificate of registration, MOU in case of partnership firm, article of association etc shall be attached.
- (viii) The Tender form shall be accompanied by the documents mentioned in checklist specified in **Annexure II** of this document.
- (ix) The Tenderer without the qualifications as mentioned at Sl. No.1 to 7 above and Tender without all the documents mentioned at Sl. No.8 above, shall be rejected. Tenders incomplete in any form are liable to be rejected out rightly.
- (x) Tender is liable to be rejected without EMD.
- (xi) Every page of Tender document should be signed by the Tenderer.
- (xii) In case any person signs the tender/agreement on behalf of a limited company or firm, letter of authority/resolution passed by the Company/firm empowering him/her to sign the documents on behalf of company or firm shall be enclosed in the tender document.

2. SUBMISSION & OPENING OF TENDERS

- (i) Tenders should be submitted on specified format supplied by Ambedkar University, Delhi or downloaded from university website along with Account Payee Demand draft, of any nationalized scheduled bank amounting **to Rs.50,000** with validity of not less than 3 months beyond the validity period of tender, drawn in favour of Registrar Ambedkar University, Delhi towards E.M.D. In case the downloaded Tender Document is submitted an addition demand draft (separate) of Rs. 200/- (Rs. 100 for SC/ST candidates) will be required to be attached.
- (ii) The E.M.D. of unsuccessful Tenders will be returned after finalization of the contract. No interest shall be paid on the E.M.D. In case of successful tender, amount paid as E.M.D. will be adjusted towards performance security deposit and this amount will not carry any interest.
- (iii) No Tenders will be accepted after **02:00 pm** dated **03.02.2012**.
- (iv) Both the Technical Bid & Financial Bid should be placed in separate sealed envelopes and both sealed in bigger envelope super-scribing "Tender for Sanitation/Housekeeping Services". EMD should be with Technical Bid.
- (v) Technical Bid will be opened on **03.02.2012** at **03:30 pm** in the office of the Registrar of University in presence of Tenderers if any and for opening of financial bid date, time, venue will be conveyed to technically qualified tenderers by post/telephonically.
- (vi) The Registrar, AUD will have full authority to reject any /all offers without assigning any reasons. Any enquiry after submission of the tender will not be entertained.
- (vii) Before submitting the tender, the Tenderer must ensure that they strictly fulfill all the eligibility conditions to avoid rejection of their tender.
- (viii) The Agency submitting the Tender would be presumed to have considered and accepted all the terms & conditions of this tender. No enquiry, verbal or written shall be entertained in respect of acceptance/rejection of tender.
- (ix) Tenders should be dropped in the box kept in room No. 07, Ground Floor, AUD between **10:00 am to 02:00 pm**. No tender will be accepted after **02:00 pm** on **03.02.2012**. Tenders received by post shall not be entertained.
- (x) Tenderer are advised to carry out survey of the University campuses (at Dwarka), before quoting so as to fully acquaint themselves of the conditions on ground.

3. SCOPE OF WORK TO BE EXECUTED BY THE CONTRACTOR

- (i) The contractor shall be fully responsible for the Sanitation/Housekeeping services in the entire University (IIT Campus) including Boys and Girls Hostels, residential block, admn. block at Dwarka and Kashmere Gate Campus at Lothian Road, Kashmere Gate, Delhi – 110006 as laid down in the tender and the agency shall work under overall supervision and direction of Registrar, Ambedkar University, Delhi.

- (ii) The manpower (Male+Female) to be deployed at AUD IIT campus, Sector-09, Dwarka, New Delhi shall be 26 and 20 sweepers at Kashmere Gate Campus including sewerman and two Supervisors one at Dwarka and one at Kashmere Gate Campus.
- (iii) Sweeping, mopping, dusting, cleaning and all other allied works have to be completed before 8.30 AM on all working days, Saturdays & Sundays and Holidays. In case the work is not completed before 8.30 AM on any day, then the same shall not be considered for payment for that particular day and pro-rata deduction will be made for that day and damages of Rs.1000/- per day for such delay shall also be imposed on the Contractor and will be recovered from the Contractor bills. Some activities such as garbage removal, insecticide/pesticide application etc. shall be completed in the evening after office hours (i.e. 6:00 PM onwards), on day-to-day basis. No spillover of the above work for the next day shall be permitted under any circumstances.
- (iv) However, regular cleaning of toilets (including fixtures such as WC's, urinals, washbasins etc.) Lobby, Corridors and other areas shall be done continuously during office hours (**at the regular interval as per requirement, usage and instruction given by the administration department from 9.00 AM to 6.00 PM** i.e. during office hours and beyond).
- (v) The Contracting agency shall make arrangements of providing adequate number of dustbins as also refill the sanitary cubes, deodorizer, and other consumable like Air Fresheners, Phenyl, toilet roll, tissue box and liquid soap for hand wash (in all the attached toilets of Officers, in all toilets and the cost of consumables and cleaning materials will be borne by the contracting agency).
- (vi) Agency shall arrange to spray air fresheners in officer's rooms, Committee Room on daily basis and whenever required. The cost of the spray will be borne by the Agency.
- (vii) All materials to be used for cleaning and other consumables (**Annexure III**), should be provided by the agency in conformity with the specifications/brand/make of government approved standards. The samples have to be got approved from the Administration Department by the Contracting agency.
- (viii) The work to be carried out under this tender shall also include arranging of vacuum- cleaners, scrubbing and polishing machines and equipments which are required to be used during execution of the work. All the machineries used should be appropriate for the surfaces existing on the Site and in no way damage the surface/fixtures/fittings/furniture beyond normal wear and tear. In case the agency or its employee damages the surface/ fixtures/ fittings/furniture, the Department will be well within its right to recover the cost of restoring the damaged area and/or impose a penalty on the agency. The decision of the Registrar, Ambedkar University, Delhi, New Delhi-110 077 will be final and binding on the agency.
- (ix) For the purpose of Sanitation/House Keeping work the entire site is broadly divided into three parts, namely, non-carpeted covered area and carpeted covered area and open area.

4. THE DETAILS OF THE AREA COVERED UNDER THIS SCOPE OF WORK ARE AS UNDER:-

(i) Area details:

Campus Specification	Entire Campus of the I.I.T. Dwarka Including Ambedkar University,	Kashmere Gate Campus of the Ambedkar University, Delhi
1. Covered Area	16,467 Sq. ft.	18.000 Sq.ft.
2. Open Area (Soft & Hard)	33,556 Sq. ft.	40,000 Sq. ft.
3. Toilet/ Bathroom	42	14

(ii) The above does not include computers, machines, other office equipments, internal vertical surface (Marble, glass panels and painted surface etc), ceiling & fixtures, electric fans etc., whose cleaning is **very much** within the scope of housekeeping.

(iii) The periodicity with which the job is to be carried out at the site is broadly divided into four categories namely (A) Daily, (B) Weekly (C) Fortnightly and (D) Monthly.

5. DETAILS OF JOBS TO BE CARRIED OUT TWICE IN A DAY ARE AS UNDER: -

(i) General cleaning (sweeping, mopping, dusting and any other connected work) of the office rooms, open office halls, conference rooms (Halls), Auditorium, Library, reception, corridors, stairs, Air Handling Unit area, space for water coolers & toilets, parking areas, service area, all roads inside the University and all unspecified areas/location within the University.

(ii) Removal of garbage from dustbins in plastic bags. Replacing old plastic bags with new plastic bags. **Carrying of garbage in trolley with high quality rubber wheels. No garbage will be left in the site overnight.** The plastic bag for the dustbins and for carrying the garbage will have to be provided by the agency.

(iii) Removal of waste papers, packing material, plant leaves (waste) and any other garbage from the entire premises including the staircases, lift areas, open area etc.

(iv) Cleaning of workstations, table tops, chairs, almirahs, frames, panels, railings, glasses and cabin partitions with approved cleaning material.

(v) Stain removal treatment of entire premises including stairs, area of office cabins, conference halls, Auditorium, reception, toilets etc. and stain removing of the furniture and equipments.

- (vi) Air-freshener spray in conference room (if required), Air Handling Unit, officer's rooms once in a day and also on requirement basis as directed by the department.
- (vii) Cleaning and dusting of Lab equipments, machines, computers, keyboards, terminals, printers, Photostat machines, filing cabinets, telephones, fax, electric fans and any other equipment and machine lying on the Site.
- (viii) Restocking of toiletries in toilets after intensive daily checking in the morning and afternoon cleaning and scrubbing of toilets, WC's, urinals wash basins, floor area of toilets and cleaning and wet dusting / wiping of mirrors, frames etc. in toilet with approved material, re-filling liquid soap dispensers (on daily basis in toilets and requirement basis in officers toilets), re-filling of toilet rolls / tissue papers etc.
- (ix) Cleaning and dusting of planters, paintings, posters, notice-boards etc.
- (x) Removal of bird droppings and other dirt's on the inner walls or on the foot of doors, ventilators etc. as and when required.
- (xi) Mosquito/Flies Control treatment will be done to get rid of day-to-day nuisance of mosquitoes/flyes. Spraying at all the entry and exist points and reception area to be done on daily basis.
- (xii) The biodegradable and non-biodegradable waste shall be segregated and disposed off by the contracting agency on day-to-day basis and required numbers of dustbins will have to be provided by the Agency. The agency should follow the government guidelines/Act in this regard.
- (xiii) Insect control complaints should be attended on all days. Necessary, qualified, manpower for the purpose should be available on site for immediate attention.
- (xiv) The above mentioned work from (1) to (13) are to be carried out on all days and also on requirement basis as directed by department, however, two sanitation workers to be kept on standby at Administrative Block on Public holidays for the upkeep of Administrative Block and to attend any emergency requirement.

6. DETAILS OF JOBS TO BE CARRIED OUT WEEKLY ARE AS UNDER:

- (i) Machine and Hand scrubbing and thorough cleaning/washing of the entire floor area by using approved cleaning material and dry/wet mopping.
- (ii) Dusting of walls, roofs etc. from top downward and removal of cobweb.
- (iii) Polishing of brass/copper fixtures.
- (iv) Cleaning of windowpanes and partition door.
- (v) Cleaning of drinking water coolers area, dust bins, buckets etc. with detergents.
- (vi) Weekly cleaning and dusting of Ventilator blinds and brushing of upholstered chairs and sofas.

- (vii) Removal of poster, banners and hoardings inside and outside University covered in the tender.
- (viii) Insect control treatment should be extensively carried out in the Site on every Weekends.

7. DETAILS OF JOBS TO BE CARRIED OUT FORTNIGHTLY ARE AS UNDER:

- (i) Vacuum cleaning of upholstery of sofas and other upholstered chairs and A.C. grills.
- (ii) Cleaning of nameplates and paintings with glass top.
- (iii) Adult Mosquito Control (Inside areas of the University & IGIT) treatment will be done by means of spraying to get rid of all adult insects within the premises. This treatment will be done by means of fogging to get rid of Adult insects hidden in A.C. ducts, behind the furniture and all other hidden places.
- (iv) Larva Control treatment (along the boundary wall) will be done by spraying of pesticides to stop breeding on any places of stagnant water.

8. DETAILS OF JOBS TO BE CARRIED OUT MONTHLY ARE AS UNDER:

- (i) Cleaning of floors by shifting and moving furniture such as sofa, almirahs, tables, etc.
- (ii) General cleaning/dusting of panels, posters, paintings, etc.
- (iii) Polishing of covered floor area, cleaning of sanitary/water supply fixtures, wall tiles, etc.
- (iv) Removal of cobwebs in back/hidden areas in places like electrical substations, U.P.S. room, telephone exchange etc.
- (v) Removal of weeds from edges of paths/roads, paved-laid area, corners, crevices in terraces, etc.
- (vi) Insect Control/Disinfection treatment will be done by means of spraying in Toilets to get rid of ticks, cockroaches, ants, beetles, etc.

9. THE INDICATIVE LIST OF MATERIAL TO BE USED BY THE AGENCY IS AS UNDER: -

- (i) Cleansing agents of standard company for WC's, urinal pots, etc.
- (ii) Detergents of standard company for cleaning wash basin, sinks & other items. (c) Liquid soap of standard company for scrubbing of floors & wall.
- (iii) Anti-bacterial disinfectants of standard company for cleaning toilets, lobby / floors. (e) Glass cleaning liquid of standard company.
- (iv) Deodorizer of a standard company.
- (v) Air-fresheners/Aerosols (eco-friendly) of standard company. (h) Urinal cubes (standard company)

10. WORKING HOURS

- (i) The cleaning of toilets (including fixture such as WC's, urinals, wash basin, etc.) Lobby, Corridors and other area shall be done continuously and regularly during office hours as per required usage and instructions given by the deptt. From 9.00 A.M. to 6.00 P.M.

11. PERFORMANCE EVALUATION:

- (i) The performance evaluation of the Sanitation services shall be carried out by the Department/Schools regularly (daily, weekly, fortnightly or monthly basis depending upon the discretion of the department). The agency shall submit daily action plans/reports to the Department/Schools (for each floor including open areas).
- (ii) The department/schools shall rate the quality/performance of Sanitation/housekeeping agency/tenderer and the tenderer/agency is obliged to perform to the entire satisfaction of the department.
- (iii) The floor wise (including open area) rating for the following activities/work (indicative list only) will be evaluated.
 - (a) General cleanliness of walls and ceilings.
 - (b) General cleanliness of Toilets
 - (c) General cleanliness of Window glasses
 - (d) General cleanliness of furniture/ sofa/curtains
 - (e) General cleanliness of WC/ Urinals
 - (f) General cleanliness of doors/windows
 - (g) General cleaning of workstations, tabletops, and office equipments.
 - (h) General cleaning of almirahs and racks.
 - (i) General cleaning of partition doors, paneling etc.
 - (j) Cleaning of Planters.
 - (k) Maintenance of corridors.
 - (l) Maintenance of open spaces.
 - (m) Control of Pests (cockroaches, rodents etc.).
 - (n) Any other activity/work identified specified by the department from time to time as per-requirement

- 12. The Department/Schools reserves the right to satisfy itself about the quality of the Housekeeping services provided by the tenderer. In the event the agency does not achieve the level of satisfactory performance, the tenderer/agency is liable to be penalized by deduction in his payment between 5% and 50% depending upon the level and duration of the continued dissatisfaction. The decision of the Department/ University will be final in this regard.

13. TENDER FORM, EARNEST MONEY AND SECURITY DEPOSIT

- (i) Tenderer will submit the tender form for Sanitation/Housekeeping services in the University along with Earnest Money Deposit amounting to Rs.75,000/- to be paid in the form of Bank Draft of any nationalized scheduled bank in favour of Ambedkar University, Delhi. In no case, cheque and/or cash will be accepted. The tender will not be accepted if it is not accompanied by Earnest Money Deposit as earlier explained.

- (ii) The Earnest Money Deposit shall be adjusted towards Performance Security Deposit of the Successful Bidder. The University shall not pay interest on earnest money or performance security deposit.
- (iii) Total performance security deposit will be 10% of the total value of the contract per annum of the qualifying Tender.
- (iv) If the amount of 10% of the contract exceeds 75,000/- the balance amount must be deposited by the qualifying tenderer within 30 days of the award of contract in the form of D.D. in favour of Ambedkar University, Delhi.

14. The tenderer should submit the duly filled and signed Tender Form along with the following documents. In case the tenderer is found to have not fulfilled any/all of the following requirements, the entire bid is liable to be rejected without assigning any reason thereof. All the documents pertaining to the Firm/Company submitted by the tenderer should bear the same Name and Address as recorded in the Tender Form. In case of any variation, it should be specifically clarified as to whether the changes have been

duly notified to the respective Authority and proof of acceptance by such Authority must be attached with the respective document submitted by the tenderer

- (i) Earnest money deposit of Rs.75,000/-.
- (ii) Original notice inviting tender (to be signed by the tenderer)
- (iii) Service Tax Registration Certificate from the concerned Taxation Authority.
- (iv) Income Tax Clearance Certificate from the concerned Taxation Authority.
- (v) Original terms and conditions of tender (each page to be signed by the tenderer.
- (vi) Demand Draft/Pay order for Rs. 200/- in favour of Registrar, Ambedkar University, Delhi. (As cost of the tender document, if the same was downloaded from website). In case Tender Document is purchased by cash, enclose the cash receipt.
- (vii) Valid Registration No. of the Firm (under Shops & Establishment Act) or registration no. of the company (under Companies Act, 1956), as applicable (attach attested copy of certificate).
- (viii) Valid PAN card of the Company/Firm (attach attested copy of PAN card).
- (ix) Valid Provident Fund Account No. of the Firm (attach attested copy of registration).
- (x) Valid ESI No. of the Company/firm (attach attested copy of registration certificate).
- (xi) Valid Pest Control License No. In case Pest Control Service is intended to be sub contracted, sub contractor's Pest control License Number along with sub contractor's acceptance letter to associate with the tenderer to provide service on site (attach attested copy of License).
- (xii) The tenderer should have a minimum annual turnover during the preceding three financial years ending 31st March of 2009, 2010 and 2011 for Rs.50 Lacks in

Housekeeping Services. The details of the turnover for the financial year indicated above should be produced and verified by submitting the copy of Chartered Accountant certificate for the corresponding years. The tenderer will have to furnish the details of the turnover in House Keeping Services, which should total up to atleast 50 Lakhs for each Financial year, in the following Format, on the Letter Head of the Tenderer.

Year	Name of the client	Period serviced	Amount of Contract	Total Payment received during the financial year
April 2008- March 09				
April 2009- March 10				
April 2010- March 11				

Note: - The columns are indicative only and in case more number of clients are serviced during Financial Year the same can be accordingly added appropriately. This information will be verified before award of tender.

- (xiii) Balance Sheet and profit loss account for last 5 years ending 31.03.2011 duly certified by chartered accountant.
- (xiv) Tenderer should give the documentary proof of minimum five years experience (for the last five financial years) in providing Sanitation/House-Keeping Services. The experience shown should be for providing continuous service for atleast one year, for each client (piece meal jobs executed will not be counted). This should be given in the following format and it should be submitted on Letterhead of Tenderer:

S.No.	Year	Name and Address of the client where the Experience in Providing House Keeping services is claimed (One year or more)
1.	2010 - 11	
2.	2009 – 10	
3.	2008 – 09	
4.	2007 – 08	
5.	2006 – 07	

- (xv) In the column meant for experience in housekeeping services, the tenderer should give the details of clients serviced during mentioned period. Also attach the attested copies of performance certificate issued by the clients of the tenderer. The minimum qualifying rating for performance certificate is prescribed as Satisfactory. The tenderers who do not attach the minimum of satisfactory performance certificate for the above said period may not be considered and their tender is liable to be rejected. The sample performance certificate to be attached by the tenderer is given below and it should be issued by the client of the Tenderer (on client's letterhead).

Performance Certificate

It is certified that M/s (tenderer) had provided Sanitation/ Housekeeping Services to our firm for the premises located at _____ having a built up area measuring _____ Sq.mt. for the period from _____ (date-to-date). The annual financial component of the house keeping work contract for the above said work is Rs. _____ (in words) _____. The performance of the firm was satisfactory/good/very good..

Signature of the client (of the tenderer)
With Seal of the client firm of the tenderer

NOTE-The tender committee may also accept performance certificate in other similar Performa and its decision shall be final.

All the above documents should have the stamp of the Firm or Company; every document/paper mentioned above should be signed by tenderer on every page. (Including the performance certificate issued by tenderer's clients.)

15. FINANCIAL BID:

- (i) The tenderer should quote the rate and amount tendered on monthly rate basis in Rupees [in lump sum for the whole job of Housekeeping in University as defined in this tender document] in figures and as well as in words ***separately for (i) AUD, IIT including Boys & Girls Hostels in IIT Campus & Guest House.*** The rate and amount of the tender should be inclusive of all applicable charges and taxes etc and in accordance with the provisions of Minimum Wages Act, Contract Labour Act, Delhi Works Contracts Act and other Statutory provisions like Provident Fund Act, ESI, Administrative charges etc. but exclusive of Service Tax i.e. extra as applicable from-time-to-time.
- (ii) The tenderer should take care that the details, rate and amount should be written in such a way that interpolation is not possible. No overwriting in the Financial Bid will be allowed and no blanks should be left, such type of tender is liable to be rejected.
- (iii) The rates quoted should be in Lump sum/consolidated per month and shall be valid for the period of tender/contract/agreement including the extended period (if any).
- (iv) The Tenderer should quote the amount tendered/financial bid as per **Annexure IV** separately for ***AUD, IIT including Boys & Girls Hostels in IIT Campus & Guest House.*** It should be given in the letterhead of the company/Firm/Tenderer.
- (v) It may be noted that the sanitary manpower requirement at Dwarka Campus will build up gradually. The Agency would be required to provide manpower in a phased manner. The payment for which shall be made on pro-rata basis on the basis of actual deployment of manpower each month.
- (vi) The financial bid should have the stamp of the Firm or Company and signed by the tenderer on every page.
- (vii) **The Financial Bid (Annexure IV) shall be enclosed in the same envelope along with other documents mentioned above, however, financial bid of only those tenderers will be opened who fulfill all the requirements mentioned in this tender.**

16. PERIOD OF TENDERED WORK

The tender will be awarded for a period of **one year** from the day the selected agency starts providing the Sanitation/Housekeeping Services in University Campuses.

17. PAYMENT OF BILLS

- (i) Bill payment will be made by University within ninety days from the date of submission of the bill in respect of undisputed bills. The Agency while preferring the bill for payment will have to certify that the wages (as per Minimum Wages Act and other Statutory Liabilities) of the employees deployed on site, for the month for which the bill pertains have been disbursed/deposited. PAN No & TIN No. should be quoted on the body of the bill. Proof of Payment made for PPF & ESI etc. for the staff deployed in the University be endorsed with the bill.

- (ii) Wherever any over payment comes to the notice of University the same shall be deducted by University from any sum due or which at any time thereafter may become due to the agency under this tender/agreement/contract, and failing that, under any other tender/contract/agreement with University or from the Performance security deposit of the tenderer.
- (iii) University reserves the right to carry out post payment audit and/or technical examination of the final bill including all supporting vouchers, abstract etc. University further reserves the right to enforce recovery of any overpayment whenever detected.
- (iv) If as a result of such audit and technical examination, any overpayment is discovered in respect of any work done by the agency or alleged to have been done by the agency under the tender/agreement/contract, it shall be recovered by the University from the agency by any or all the methods prescribed above or through a Court of law as the situation warrants.
- (v) If any underpayment is discovered, the amount shall be duly paid to the agency by the University as and when pointed out and found justified.

18. NOTICE OF THE UNIVERSITY

Subject to as otherwise provided in this Tender, all notices to be given on behalf of the University and all other actions to be taken on its behalf may be given or taken by the Registrar, Ambedkar University, Delhi or any authorized official by the University.

19. NO LIABILITY OF THE UNIVERSITY

- (i) The University shall not provide any residential accommodation to the Sanitation/ Housekeeping personnel employed by the agency. No cooking or lodging shall be allowed in the University building for the staff engaged by the contracting agency.
- (ii) The University will be under no obligation to provide employment to any of the employees of the Housekeeping agency during or after expiry of tender/ agreement/contract period and the University recognizes no Employer-employee relationship between University and the Sanitation/Housekeeping employees deployed by the contracting agency.
- (iii) The University shall not be responsible financially or otherwise for any injury to the Housekeeping personnel in the course of performing the Sanitation/Housekeeping functions as per this tender. This liability shall solely be of the tenderer.

20. TERMINATION OF TENDER

- (i) If the agency at any time makes default in executing housekeeping job with due diligence and care and continues to do so, and/or the Sanitation/Housekeeping agency commits default in complying with any of the terms and conditions of tender and does not remedy it or take effective steps to remedy it, or fails to complete the work as per the terms and conditions and does not complete them within the period specified in the notice given to him in writing, the University may without prejudice

to any other right or remedy, which shall have accrued or shall accrue thereafter to the contracting agency, shall cancel the contract/agreement after one month notice and security deposit will also liable to be forfeited by the University. University, on such cancellation, shall have powers to carry out/execute the work through other agencies by any means at the risk and cost of the contracting agency.

- (ii) The University reserves the right to terminate the contract, without assigning any reason, by giving to the tenderer one month notice of its intention to do so and on the expiry of the said period of notice, the contract/agreement shall come to an end.
- (iii) If any information furnished by tenderer is found to be incorrect or false at any time, the tender/contract/agreement is liable to be terminated, after one month's notice and the security deposit will also liable to be forfeited by the University.
- (iv) In case the agency wants to terminate the tender/contract/agreement, it shall have to give three months notice in advance to this effect to the University.

21. ARBITRATION

In the event of any dispute arising out of this tender/contract/agreement or in connection with the interpretation of any clause in the terms and conditions of the tender/agreement/contract or otherwise, the matter shall be referred to the arbitrator appointed by the University. Courts at Delhi/New Delhi shall have jurisdiction in connection with any dispute/litigation arising between the parties concerned to the given Contract/Agreement.

22. OTHER CONDITIONS OF THE TENDER

- (i) The Tender form should be clearly filled in ink legibly or typed and no column should be blank. No interpolation is permissible.
- (ii) Change in the name of the tenderer during the tender process shall not be allowed under any circumstances.
- (iii) Every paper of the tender should be signed by the Tenderer with seal of Agency/Firm/Company.
- (iv) No change in constitution/share holding of the successful tenderer will be allowed under any circumstances without the prior approval of the University in writing.
- (v) The University will deduct Income Tax at Source as applicable from time to time.

23. The Agency submitting the tender would be presumed to have considered and accepted all the terms and conditions of this tender. No enquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the tender.

- 24. The Contracting Agency shall indemnify the University against all other damages/changes and expenses for which the University is held liable or pays on account of the negligence of the Agency or his servants or any person under its control, whether in respect of accident, injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.

25. In case of any person signing the tender/contract/agreement on behalf of limited Company or Firm, letter of authority/resolution passed by the company/firm empowering him to sign the tender/agreement/contract on behalf of the company or firm shall be enclosed with the tender.
26. If any damage/theft is caused to the assets/property/office equipment by Sanitation/ Housekeeping personnel and/or supervisor of the agency or otherwise then the contracting agency shall bear the cost of repair or replacement or damages as the case may be.
27. Any person who is in Government Service or an employee of the university should not be made a partner to the tender by the agency directly or indirectly in any manner whatsoever.
28. The contracting agency shall not transfer the tender to any other person in any manner. The agency shall not be permitted to sub-contract the work to any other person/firm/agency except for the purpose of pest control treatment for which agency can associate with a firm/company having pest control license. However the University has the right to get the insect control agency changed immediately, if their services are not found satisfactory.
29. Any other appropriate provisions as advised by the University shall be incorporated in the agreement to be executed by the contracting agency and the same shall be binding on both the parties to the ensuing contract/agreement.
30. That the successful tenderer shall, take immediate steps to get a license under Contract Labour (R&A) Act, 1970 and Delhi Works Contract Act of Government of NCT of Delhi. (Wherever Applicable)
31. The agency shall provide a non-judicial stamp paper of Rs.100/- for preparing a contract/agreement. The successful tenderer shall enter into a contract/agreement with the University as per the terms and conditions of the tender within one month from the issue of letter of acceptance or whenever called upon to do so by the University whichever is earlier.
32. That the agency shall have to provide any additional personnel for allocating any additional Sanitation/Housekeeping duty as directed by the University or any authorized officer of the University in addition to those duties/personnel covered in this tender. The work order shall be issued for deployment of extra manpower as per contract rate.
33. The contracting agency will have to ensure cleanliness of the site by using the requisite quantity and quality of materials to the entire satisfaction of the University. If the University indicates that the cleanliness or Housekeeping services are not adequately satisfactory on account of insufficient Tools, material and/or manpower, then additional materials, Tools and/or manpower, as the case may be, will have to be brought in by the agency without charging any extra cost.
34. The Tools and material to be deployed must be such that it does not cause any damage to the fittings, fixtures, walls, floor finish and/or other articles lying at the site.

35. The contracting agency shall not employ any person who has not completed Eighteen years of age and/or above 40 years of age.
36. The contracting agency before execution of the work shall specify the actual number of workers to be engaged for housekeeping job. The agency shall also employ supervisor(s) having minimum qualification of 12th pass to supervise the job and the supervisor (s) shall have minimum three years experience in the Housekeeping services in Star category Hotel/educational institutions or other similar establishments so as to maintain the building to the required standard and quality to ensure workmanship of the requisite specified degree to the entire satisfaction of the University. He/She must be able to watch and supervise the work and to test and examine materials to be used. He/She must ensure the maintenance of performance standards and periodicity of cleaning. The supervisor(s) who should be deployed round the clock by the agency shall also receive instructions from the University and/or any authorized officer of the University from time to time for carrying out the House-Keeping Services at the University.
37. A complete list of the Housekeeping staff, engaged by the agency for deployment in the site, shall be furnished by the contracting agency to the department along-with the complete address and other antecedents of the staff. The agency shall deploy only those staff whose antecedents have been verified by the Agency. The Agency should give a certificate to that effect to the department.
38. Each housekeeping services staff engaged by the contracting agency shall wear the prescribed uniform meant for Housekeeping according to season (i.e. summer uniform in summer and winter uniform in winter season) and a badge bearing his name and designation, while on duty. The said uniform and badge shall be provided and maintained by the contracting agency at its own cost.
39. University shall be at liberty to direct and to require the contracting agency to remove from the work, any person employed by the Agency (including insect control agency engaged by it), who in the opinion of University misconducts himself or is incompetent or negligent in the proper performance of his/her duties or infirm and invalid/or indulges in unlawful activities or the like and such person shall not be again employed on the work without written permission of the University.
40. Water supply for carrying out the work as per this tender shall be given in the toilets only. The contractor shall be required to make his own arrangements to carry the water wherever required by means of base pipes, buckets as per requirement.
41. All the Terms and Conditions contained in these tender documents will be a part and parcel of the agreement/contract to be executed by the contracting agency with the University.
42. Once the competent authority accepts the tender, the contracting agency shall be responsible to provide the Sanitation/Housekeeping services within 10 days from the date of issue of letter of acceptance.
43. Canvassing in connection with the tender is strictly prohibited which may disqualify the tender. Tender must be unconditional.
44. **Tender not conforming to the requirements as per the terms and conditions will be**

rejected and no correspondence shall be entertained in this regard whatsoever.

45. All the intending tenderers are advised to keep a photocopy of the Tender documents with them for their future reference. All the intending tenderers are further advised to visit the University Campuses & IGIT with prior appointment from Joint Registrar (GA) to understand the nature and volume of work before participating in the Tender and then quote the rate/amount per month for the work, because no subsequent request of the tenderer for additional payment/claim on any account will be entertained by the University under any circumstances.
46. For any clarification regarding the scope of work and/or any terms and conditions of tender, the intending tenderer can seek clarification from Deputy Registrar on any working day in person.
47. Attendance report of all the staff deployed at University Campuses shall be given to Administration Department, every day.
48. No manpower other than those on duty shall be allowed to stay in the premises during the specified working hours. The Agency shall be responsible for the watch and ward not only of his/her stores but also of the fittings and fixtures in the common areas in the building.
49. All requirements under various statutory laws including relevant Labour Act must be complied with by the Agency. Any default will be the liability of the Agency and the Agency shall be liable to reimburse any amount paid by the University by way of default, interest and penalty. The Agency shall undertake to furnish all the details as and when asked for by the University. The Agency will also maintain the relevant records of all payments received by the Agency and will produce to the satisfaction of the University immediately whenever asked for.
50. The Agency shall be responsible for the good conduct/behavior and integrity of its personnel and will also be responsible for any act of omission or commission on their part.
51. The Agency will be responsible for supply of the garbage bags, for collecting garbage from core and common areas of the University Campuses and disposal outside at sites designated by PWD for this purpose. The material so collected will be screened/checked by the Security Personnel.
52. The deduction at the rate of Rs.200.00 per day for the workers and Rs.300.00 per day for Supervisor will be made for each day of absence of manpower, regardless of the reason.
53. Weekly performance of the Service Provider will be observed by the Administration Department officials entrusted with supervision.
54. Bill shall be submitted at the end of each month (in triplicate) along with certificates for satisfactory performance from the user sections/officers in support of having performed the job of cleaning and sweeping in this office premises. This certificate will be counter signed by the caretaker.
55. The contractor shall abide by and comply with all the relevant laws and statutory

requirements covered under Labour Act, Minimum Wages and (Contract Labour (Regulation & Abolition Act 1970), EPF etc. with regard to the personnel engaged by him for sanitation works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the Department and the Labour department.

56. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, contract Labour (Regulation and abolition) Act, EPF, ESI and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for the Department.
57. The Designated manpower on a given day can also be deployed for other services like shifting equipments/ furnitures etc. apart from sanitation & housekeeping services.

58. REJECTION OF TENDER

- (i) The entire columns and rows in the Tender format (including Tender form and Financial Bid) should be filled up. Tender incomplete by any manner is liable to be rejected without assigning any reason. No interpolation is permissible.
- (ii) The Registrar, Ambedkar University, Sector-09, Dwarka, New Delhi reserves the right to reject any or all tender(s) without assigning any reason thereof.

Bharat Ratna Dr. B.R. Ambedkar University, Delhi
Sector-9 Dwarka, New Delhi-110077

TECHNICAL BID

Technical Bid should indicate following information along with the self-attested photocopies of supporting documents:

1. Name of Firm/Agency/Tenderer: _____
2. Registered address: _____

3. Telephone No. (Landline): _____
4. Fax No.: _____
5. Mobile No.: _____
6. Email Address: _____
7. Name & Address of Branch, if any: _____

8. Type of Organization: _____
(whether sole proprietorship/partnership/
Private Limited for Cooperative body etc. attach proof)
9. Name of Proprietor/Partners/Directors _____
of the Organization/Firm:
10. Pest Control Licence No. _____
11. Details of Earnest money Deposit:

Name of the Bank	Draft/Pay Order No.	Date	Amount
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S.No.	Documentary Proof of	Attached (Yes/No)	Page/Appendix No (If attached)
i.	Proof of incorporation/inception of the Agency		
ii.	PF Registration proof		
iii.	Registration for manpower supply/ License to act as Private Security Agency		
iv.	ESI Registration proof		
v.	PAN card		
vi.	Income Tax Returns for the last three years		
vii.	Service Tax registration proof		
viii.	Proof of Registration with the Labour Commissioner		
ix.	Satisfactory Performance certificate from at least three organizations where the Agency has provided sanitary/ housekeeping services having a built up area measuring ____ sq. mt.		
x.	Annual turnover during the preceding three financial years ending 31 st March, 2009, 2010 & 2011.		
xi	Any other relevant information		

**Name and signature of the Tenderer
of the Firm/Company**

Annexure - II

Check List: -

1. Duly completed tender form. (Annexure-I)
2. Earnest money deposit (Demand Draft of Rs. 50,000/- (Rupees Fifty Thousand Only) in favour of Ambedkar University, Delhi.
3. Notice Inviting Tender.
4. Terms and Conditions of the Tender duly signed on each page.
5. Demand Draft/Pay order for Rs. 200/- (Rupees Two Hundred Only) Rs. 100/- for SC/ST in favour of Ambedkar University, Delhi as cost of the tender document, if the same was downloaded from website. In case Tender Document is purchased by cash, enclose the cash receipt.
6. Registration No. of the Firm (under Shops & Establishment Act) or registration no. of the company (under Companies Act, 1956), as applicable (attach attested copy of certificate).
7. Service Tax Clearance Certificate.
8. Income Tax Clearance Certificate.
9. PAN Card of Firm/Company (attach attested copy of PAN Card).
10. Provident Fund Account No. of Firm/Company (attach attested copy of certificate).
11. ESI No. of Firm/Company (attach attested copy of certificate).
12. Insect control license No. (attach attested copy of certificate and acceptance letter of sub-contractor, if applicable, as prescribed at Heading 7.5 (h).
13. The details of the turnover for the year 2007-08, 2008-09 and 2009-10 should be shown and verified by submitting the copy of Income Tax Returns of respective financial year.
14. The details of the Turnover on the Letter Head of the Tenderer as per the Format at Heading 7.5 (l).
15. Details of work executed by the tenderer in its letterhead.
16. Copies of Work Orders(s) issued by Tenderer's clients as per point 15 above.
17. Performance Certificate in sanitation (to be submitted on the letterhead of the Tenderer) as per pro-forma at Heading 7.5 (o).
18. Performance certificate (attested copies) issued by the clients to the tenderer, (which should have minimum rating of 'satisfactory') for five years.
19. **Financial Bid in the letterhead of the Firm/Company (Annexure IV).**
 - The above documents shall **be placed in a single large envelope** and it should be **sealed and super-scribed**, as "Financial Bid for Sanitation/Housekeeping services at Ambedkar University, Delhi".

Signature of the Tenderer
With Seal of the Firm/Company

Annexure - III

LIST OF CLEANING AGENTS & CONSUMABLES

S.No.	Work	Name of the Brand
1.	Cleaning agents of standard company for WC's, urinals pots etc.	Phenyle Gaivd, Trishul, etc.
2.	Detergents of Standard company for cleaning, wash basin, inks, refrigerator and other items.	Nirma, Surf
3.	Liquid Soap of Standard company for scrubbing of floors & wall	Fem, Homocol, Dettol, Savlon
4.	Anti-baterial disinfectants of standard company for cleaning toilets, bathroom, kitchen and pantries.	Cleaning, Lyzol
5.	Glass cleaning liquid of standard company	Colin
6.	Deodorizer of a standard company	Odonil
7.	Air-fresheners / Aerosols (Eco-friendly) of standard Company	Premium, Fresco
8.	Urinal cubes (Standard Company)	Odonil
9.	Polythene Bag	Standard Quality / ISI Mark

ANNEXURE - IV

**FINANCIAL BID
FOR**

SANITATION/HOUSEKEEPINGSERVICES FOR THE AMBEDKAR UNIVERSITY, DELHI. IIT,
BOYS & GIRLS HOSTELS IN IIT CAMPUS AND GUEST HOUSE

I/We (_____) on behalf of M/s _____
_____ hereby undertake to carry out entire Sanitation/Housekeeping
work as specified in this tender for:

Sl. No.	Campus	Amount (Rs.) per month
1.	Ambedkar University, IIT and Boys/Girls Hostels in IIT Campus Dwarka, Kashmere Gate Campus at Lothian Road, Kashmere Gate, Delhi and Guest House	
	Total	

inclusive of all applicable charges with Service Tax extra as applicable from time to time. This rate/amount will be valid for the period of tender/contract/agreement from the date of actual start of work and shall also be valid for the extended period (if any), as per the terms and conditions of the tender. The rate quoted above is inclusive of all applicable charges, taxes and in accordance with all the statutory liability/provision/rules/regulations like Minimum Wages Act, Contract labour (R&A) Act 1970, Delhi Work Contracts Act, etc. and provide for Provident Fund, ESI, Bonus, Gratuity, EDLI, Administration charges, etc.

Signature of the Tenderer
With Seal of the Firm

Witness (I)

Signature _____

Name _____

Address _____

Witness (II)

Signature _____

Name _____

Address _____
