



No. AUD/1-10 (173)/ 2015-16/ Sanitation /

Dated: 14 Sep 2016

To,

-----**Subject: Notice inviting Tender / Quotation for Providing Cleaning & Sanitation Services at Ambedkar University Delhi**

The Ambedkar University Delhi (AUD) invites sealed tenders from reputed and registered Non profit organisations/ public charitable organisations (NGO) , which are engaged in public service, for Providing Cleaning & Sanitation Services at Ambedkar University Delhi at its various campuses in Delhi. The quotation is required to be submitted in a sealed cover addressed to the Registrar, Ambedkar University Delhi, Lothian Road, Kashmere Gate, Delhi-110006 so as to reach us on or before 06-10-2016 up to 02.00 PM, duly superscribing the work i.e **“Tender / Quotation for Providing Cleaning & Sanitation Services at Ambedkar University Delhi”** on top of the cover.

Last Date of submission of tender / quotation - 06-10-2016 at 02.00 PM
Date of Opening of tender / quotation - 06-10-2016 at 03.00 PM

Tender format can be downloaded from our website 'www.aud.ac.in'. Clarifications, if any, may be sought from the AUD Admin Division on Telephone No 23863655. Tenderers should read the tender document carefully as enclosed and comply strictly with the terms and conditions before sending their bids.

Deputy Registrar (Admin)

Copy forwarded to:-

- 1- Registrar, Ambedkar University Delhi
- 2- Controller of Finance, Ambedkar University Delhi

AMBEDKAR UNIVERSITY DELHI

TENDER DOCUMENT FOR THE CONTRACT FOR PROVIDING CLEANING & SANITATION SERVICES AT AMBEDKAR UNIVERSITY DELHI

- | | | | |
|----|--------------|---|--------------------|
| 1. | Annexure I | : | Technical Bid form |
| 2. | Annexure II | : | Financial Bid form |
| 3. | Annexure III | : | Undertaking |
| 4. | Annexure IV | : | Contract Agreement |

**Ambedkar University Delhi
Lothian Road, Kashmere Gate
Delhi – 110 006**

TERMS & CONDITIONS

1.0 About the University

- 1.1 The Ambedkar University Delhi (AUD) was established by the Government of the National Capital Territory of Delhi through an Act of Legislature in 2007 and was notified in July 2008. Main Campus of the University is located at Kashmere Gate. We have our second campus at Karampura and two more campuses at Dheerpur and Rohini are planned to be established soon.
- 1.2 The NGO shall provide trained volunteers to carry out sanitation and housekeeping of the building, equipments, materials etc. as specified in the scope of work. The same NGO shall provide Cleaning & Sanitation Services in all AUD campuses at Delhi.

2.0 Scope of Work

- 2.1 Cleaning of floor areas, vertical finishes (walls) roof and false ceilings, glass areas, doors and attached fixtures, windows with attached fixtures and frames, rolling shutters, railings, mirrors aluminium grills, pillars, curtains, slabs, cabinets, almirah with attached fixtures, etc. All the covered area including all rooms, corridors, stair-case, associated bathrooms and toilets of office on all floors.
- 2.2 Cleaning of all open areas between the building and boundary walls including sweeping of roads, lawns, paths, cleaning open drains, main gates, generator areas, electrical penals, roofs and terrace including overhead water tanks etc, if any.
- 2.3 Washing, cleaning and maintenance of indoor and outdoor artificial decorative plants, flower pots etc.
- 2.4 Sanitation of bathrooms and toilets including supply of necessary items like liquid soap, naphthalene balls, room fresheners, etc. to maintain hygienic atmosphere. In toilet seats, brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check -ups in the morning, afternoons and on call basis during daytime.
- 2.5 **Material will be used in bathrooms and toilets should be of the following brand/make: 1. Toilet soap (any of these brands) - Dettol, Lifebuoy, Hamam, Lux, Medimix, Rexona 2. Liquid Hand Wash (any of these brands) - Dettol. Lifebuoy, Pears, Molton Brown, Dove, Palmolive, 3. Naphthalene balls (any of these brands) - Trishul , Tiger, Wonder clean 4. Phenyl (any of these brands) - Trishul, Tiger, Gainda, Supreme 5. Room Freshener - Ambi Pure, Odonil, Supreme, Air Wick.**

- 2.6 The consumables should also include items such as clip mop, lop web brush, control mop, duster, feather duster, hard broom, soft broom, floor clinging mops, scrubbing brush, stick broom, WC brush, wipers, upholstery brush, surface cleaner, grease cleaner and glass cleaners etc.
- 2.7 Cleaning and maintenance of all the drains within the compound. It is the responsibility of NGO, to keep round the clock sanitation/ housekeeping volunteers who are expert in the clearance of chocking of sinks, wash basins, floor traps, nahani traps, EWC, IWC, P Traps, Rain water pipes, sewer chamber & sewer lines etc.
- 2.8 Cleaning of dustbins and removal/disposal of collected garbage to an approved location, clearance of segregated waste as per the prescribed norms of waste disposal at designated places.
- 2.9 Pest control, termite control, mosquito control including winged pests, larva control and rodent control etc of the entire campus in all covered and open area.
- 2.10 Cleaning of all equipments available in the rooms including telephone sets and accessories, computers and accessories, furniture, signage boards, notice boards, switch boards, Air-conditioners, etc. with dusting or wet mopping or vacuum cleaning.
- 2.11 Cleaning of all lighting, indoor as well as outdoor, and electrical fixtures.
- 2.12 Cleaning of drinking water coolers, water filters, Desert coolers, etc.
- 2.13 Cleaning of lifts (all components).
- 2.14 Cleaning of fire-fighting equipments, CCTV and public address systems, etc.
- 2.15 Cleaning of all miscellaneous equipments as available or being provided from time to time.
- 2.16 The cleaning of carpets, etc. with modern gadgets shall be done once a week.
- 2.17 Sweeping/ Cleaning and wet mopping of the main hall of canteen/ kitchen/ pantry shall be done twice a day.
- 2.18 Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 9:00am in class rooms/ offices where work will start at 9:00am. The NGO shall provide full support and cooperation during functions, seminars, conferences etc organized by the University.
- 2.19 List of machines which we required in sanitation and housekeeping. The list of machines is given below:-

Machine Required for Cleaning	Quantity	Approved Makes

Wet/ Dry Vacuum Cleaner	01	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
High Pressure Cleaner	01	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
Ladder (24ft and 12ft)	01	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
Light Duty machine scrubber	01	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
Heavy Duty Auto Scrubber dryer	01	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
Steam cleaning machine	01	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo

2.20 Waste Disposal Management :

2.20.1 The NGO will prepare a flowchart indicating the method of collection / disposal, etc.

2.20.2 The NGO will teach and train its volunteers for the collection / disposal work.

2.20.3 The garbage will have to be disposed off at least thrice a day.

2.20.4 The NGO will make arrangement to collect garbage in specified colour coded bags, as applicable, from all designated area within the University.

2.21 The deep cleaning of the entire area will be done by the NGO once a week as under : -

2.21.1 Dusting of entire area including windows / windowpanes / doors / ledges, etc.

2.21.2 Thorough cleaning / sweeping / washing / mopping with disinfectant cleaning of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.

2.21.3 Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material.

2.21.4 Cleaning of all windows glasses and grill with detergent/ cleaning agents.

2.21.5 Washing of outside area with High Pressure Jet Machine.

2.21.6 Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.

2.21.7 Thorough cleaning of all switch boards, fittings, lights, fans and ACs.

2.21.8 The NGO will make a cleaning program and submit to the Assistant Registrar

(Estate), so that the particular area could be made available for the cleaning work.

2.21.9 The NGO will work in the specified area mentioned in the scope of work.

2.22 Housekeeping Monitoring and Control: For better management and smooth services, the following monitoring mechanism will be adopted by the NGO :-

2.22.1 **Toilets Checklist** : This is to be attached on the back of the toilet door. It is to be filled up by the Sanitation Supervisor on duty daily.

2.22.2 **Management/ Housekeeping Services Requirements/ Complaints Register** : This is to be filled up by the Sanitation Supervisor of the NGO who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or volunteers deployed by the NGO will be recorded in a register. The NGO will take immediate action to resolve the same, failing which the penalty clause will be invoked.

2.22.3 This register shall also have entries of the complaints received from AUD Officials after the inspection of the site, material on site, attendance sheet of the staff, weekly report etc.

2.23 Periodic check of cleanliness : The cleanliness will be periodically checked by the **Registrar, AUD** or any person authorized by him based on certain objective criteria which are decided to measure level of cleanliness and the NGO has to abide by those criteria. These are as follows:-

2.23.1 Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows or stairs, etc.

2.23.2 Dust or cobwebs etc. on roof, window grills etc.

2.23.3 Finger or palm marks, dust and gutkha stain on glass panes of windows or doors and mirrors.

2.23.4 Dirt marks, dust, dryness and odour in Wash-basin, WC Seats, floors etc. in toilets/ bathrooms.

3.0 Minimum Eligibility Criteria

3.1 The non profit organisation/ public charitable organisation (NGO) must be registered in appropriate class under relevant act/ rule of the Government, as the case may be (Proof of registration to be enclosed).

- 3.2 The NGO should be registered under the Charitable Society Act.
- 3.3 The NGO must have been awarded and successfully executed minimum three contracts of annual value of at least 5 lakhs each of similar nature from a Govt. office/State Govt./ Central or State PSU / reputed Pvt. Company during the last three financial years namely 2013-14, 2014-15 and 2015-16 . (Proof for the same to be enclosed).
- 3.4 The NGO should have a valid PAN Number (copy of same to be enclosed).
- 3.5 The NGO should possess a relevant ISO certification in the field of sanitation (copy of same to be enclosed).

4.0 Guidelines for submission of tenders

- 4.1 Separate sealed Technical and Financial Bids are to be submitted as per following procedure, by the interested tenderers.
- 4.2 Envelope 'A' duly superscribed as **“Technical Bid for Providing Cleaning & Sanitation Services at Ambedkar University Delhi”** should consist of:
 - 4.2.1 A copy of the Tender Document duly signed on all pages by the authorized signatory with the seal of the NGO.
 - 4.2.2 Details of the NGO and other relevant details as per **Annexure-I** with supporting documents.
 - 4.2.3 Demand Draft/ Pay Order of Rs. 10000/- (Rupees ten thousand only) in favour of **Registrar, Ambedkar University Delhi** towards the Earnest Money deposit (EMD).
 - 4.2.4 Undertaking duly filled and stamped as per **Annexure-III**.
- 4.3 Envelope 'B' duly superscribed as **“Financial Bid for Providing Cleaning & Sanitation Services at Ambedkar University Delhi”** should consist of the Financial Bid duly filled as per **Annexure-II**. No other format will be acceptable.
- 4.4 **Envelope 'A'** and **Envelope 'B'** should be **sealed separately** and kept in another Main **Envelope 'C'** duly superscribed **“Tender for Providing Cleaning & Sanitation Services at Ambedkar University Delhi”**.

4.5 Technical Bids shall be opened first and will be evaluated technically. The Financial Bid of the technically qualified Tenderers will be opened, the date of which will be notified to the qualified tenderers only.

4.6 Last Date of Receipt of Tenders

Tenderers should ensure that their tender bids are submitted by 2 PM on 06-10-2016.

4.7 Tenders should be addressed to:

The Registrar
Ambedkar University Delhi
Lothian Road, Kashmere Gate
Delhi – 110 0006

4.8 **Date of Technical Bid Opening:** The technical bid will be opened in the presence of the intending tenderers at 3 PM on 06-10-2016.

4.9 In case the date of technical bid opening is declared a holiday, the bids will be opened on the next working day at the same time.

4.10 **Date of Financial Bid Opening:** The date will be intimated subsequently only to the technically qualified tenderers.

4.11 Tender bid should either be delivered in person, to be dropped in the tender box kept in the Administration Division of AUD or sent only by Registered Post/Speed post/Courier. Fax/email quotations will be summarily rejected. AUD will not be responsible for any delay(s) including postal and force majeure.

4.12 Tenderers are requested to study the terms and conditions of the tender carefully, and submit their tenders accordingly. Any tender/quotation received against this tender and any contract resulting from this tender shall be governed by the terms and conditions indicated in the tender document and the tenderer quoting against this tender shall be deemed to have read, understood and accepted the same. No clarification shall be entertained after receiving the bids.

4.13 Quotation must be submitted giving complete details as sought in the enclosed Annexures.

4.14 Each page of the offer should bear the signature, name and title of the person signing the offer with date and rubber stamp of the Tenderer.

4.15 The honorarium quoted for the Sanitation Volunteers and Sanitation Supervisors shall

not be less than basic minimum wages laid down by the Govt. of NCT of Delhi for corresponding category of workers, at the time of filling up of tender document.

- 4.16 The total amount quoted should be written both in figures and in words. In case of any discrepancy between the two, the amount mentioned in words will prevail.
- 4.17 Bids preferably should be free from erasures, alterations etc. Bids containing erasures or alterations will not be considered, unless authenticated by the authorized signatory.
- 4.18 Bids, which do not comply with the conditions laid down in the tender document, or are unrealistic, are liable to be rejected.
- 4.19 The entire schedule of the tender should be quoted for and the quote should be unconditional, failing which, the tender bid will be rejected.
- 4.20 The scope of services proposed should not be altered and if found altered, the tender bid shall be rejected.
- 4.21 AUD should be under no obligation to accept the lowest tender and shall be entitled to reject any tender without assigning any reason whatsoever.

5.0 Criterion for Evaluation of Tenders

- 5.1 The evaluation of the tenders will be made by a Tender Evaluation Committee first on the basis of technical information furnished in form given in Annexure–I, which is an eliminatory round, and then on the basis of commercial information furnished in form given in Annexure–II, for each item.
- 5.2 As a part of the process to evaluate the technical bids, the Tender Evaluation Committee may invite the tenderers to make a presentation before it. The tenderer may also be asked to produce a sample of each item for inspection at the time of evaluation of bids.
- 5.3 The financial bids shall be evaluated on the following criteria:
 - 5.3.1 A notional value of engaging 3 Sanitation Supervisors and 50 Sanitation Volunteers shall be calculated and taken into account from the rates quoted in Part – I.
 - 5.3.2 Combined value of the grand totals shall be taken into account from the rates quoted in Part – II and Part – III.

5.3.3 A notional value of cleaning 1000 sq mtr area in Sl. No. 1,2,3 & 5 and 100 units in Sl. No. 4 of the table shall be calculated and taken into account from the rates quoted in Part – IV.

5.4 AUD will award the contract to the tenderer whose tender has been determined to be substantially responsive and has been determined as the lowest evaluated bid, computed on the overall value of all men and material, provided further that the tenderer is determined to be competent to perform the contract satisfactorily. AUD shall however not bind itself to accept the lowest or any tender bid, wholly or in part.

6.0 General Terms & Conditions

6.1 Tenderer should submit **EMD** Rs. 10,000/- (Rupees ten thousand only) in favor of **Registrar, Ambedkar University Delhi** along with the technical bid. EMD in the form of Demand Draft/ Pay Order should be valid for 3 months which can be, if required, further renewed for 3 months. The EMD is payable by all categories of tenderers and no exemption is permissible. EMD in the form of cheque /cash will not be acceptable. **Technical Bids without EMD shall be rejected outrightly.**

6.2 The tenderer's EMD amount will be forfeited by AUD in the following cases: -

6.2.1 Any quotation received against this tender shall be governed by the terms and conditions indicated in the tender document. If, after submission of the quotation, the tenderer fails to honor the contract, if awarded, or refuses to comply with any/all of the terms and conditions of the tender.

6.2.2 If the tenderer withdraws the offer during the validity period of the quotation.

6.2.3 If the successful tenderer fails to commence the contract at the stipulated time in accordance with the terms and conditions of the tender.

6.2.4 If the successful tenderer fails to submit the Performance Bank Guarantee / Security Deposit within one month of the start of contract. This will also warrant closure or termination of contract.

6.3 EMD will be returned interest free, to the unsuccessful tenderers within 6 months or at the time of award of contract, whichever is later, from the closing date of the tender.

6.4 Bid should be complete in all respects and incomplete bids will be summarily rejected. No clarification will be given by AUD in this regard.

- 6.5 AUD reserves the right to cancel the tender process without assigning any reason whatsoever, at any stage.
- 6.6 AUD reserves the right to reject/ accept or withdraw any part or full tender(s) without assigning any reason whatsoever. The decision of AUD will be final and binding.
- 6.7 AUD reserves the right to award the contract to deserving parties either in full or in parts. The decision of AUD will be final and no enquiry will be entertained in this regard.
- 6.8 AUD reserves the right to relax/ withdraw any of the terms and conditions mentioned in the tender document so as to overcome any problem encountered during the selection of the bidders and also during the course of the execution of the contract.
- 6.9 The tenderers should quote their most competitive price.
- 6.10 Canvassing in any form entails the tenderers' disqualification. If any tenderer is found influencing or intimidating other tenderer/ tender processes, its tender is liable for disqualification.
- 6.11 Please note that any falsification/ suppression of information could lead to tenderers' disqualification.
- 6.12 Where counter terms and conditions of business have been offered by the tenderer, AUD shall not be deemed to be governed by these unless specific written acceptance thereof has been given by AUD.

7.0 Price and Validity

- 7.1 The rates must be quoted as detailed in Annexure-II covering the entire activity as per the scope of the contract. Rates agreed upon shall remain same throughout the period of contract.
- 7.2 Offer quoted should be valid for a minimum period of 6 Months from the date of opening of Technical Bid.
- 7.3 For the purpose of comparison of the rates, conditional discounts, if any, offered will not be taken into account. However, AUD reserves the right to avail of the same as part of award of the contract.
- 7.4 Tenderers are advised to understand the magnitude of the work involved for Cleaning &

Sanitation Services before submitting their bids. They may visit our Campuses at Kashmere Gate and Karampura during working hours with prior appointment from Estate Division at Ph. No. 23863744. No clarification will be entertained after receiving the bids.

8.0 Duration of the Contract

- 8.1 The contract will be valid for a period of one year w.e.f the date of commencement of services. However, in order to evaluate the performance and services, contract will cover a probationary period of 3 months. Only after the services are found to be satisfactory during the probationary period, the contract will be confirmed for a further period of 9 months under the same terms and conditions.
- 8.2 AUD reserves the right to extend the validity of contract on mutual consent on the same terms & conditions for a maximum of two more years, one year at a time, upon the satisfactory functioning of the NGO. In this case, the NGO may ask for revision of the honorarium paid to its volunteers and supervisors, which shall not be more than the minimum wages duly notified by the Govt. of NCT of Delhi. AUD shall be free to accept or reject the proposal and approve an appropriate amount as honorarium.
- 8.3 In case the contract is extended beyond the initial period, the NGO may ask for revision of rates of chemicals, consumables and rental charges, which shall not be more than 10% of the previous year's rate. AUD shall be free to accept or reject the proposal and approve an appropriate amount.
- 8.4 AUD reserves the right to terminate the contract any time by giving 30 days' notice to the NGO.

9.0 Agreement

The successful tenderer shall sign the Agreement in accordance with form of Agreement given at Annexure III on a stamp paper of appropriate denomination and submit the same to the Registrar, Ambedkar University Delhi within 15 days of the receipt of work order.

10.0 Other responsibilities of the NGO

- 10.1 Arrange for a garbage disposal rickshaw, and other equipments required for segregation and disposal of waste in a professional manner to designated place as ear

marked by the civil administration.

- 10.2 The NGO will also ensure that the garbage should be disposed separately i.e. dry and wet garbage in the marked disposal area in proper and eco-friendly manner.
- 10.3 The NGO will arrange required resources, including machinery, disposables etc. which is used by the sanitation volunteers. The NGO will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the NGO to the sanitation volunteers, if required.
- 10.4 The NGO will ensure that the sanitation volunteers engaged by it shall be available all the time as per their duty roster and they shall not leave their place of duty without the prior permission of the Assistant Registrar (Estate). Adequate supervision will be provided to ensure correct performance of the said sanitation services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the sanitation volunteers deployed, the sanitation supervisors will be constantly on the move in their areas of responsibility

11.0 Timings

- 11.1 The sanitation volunteers shall be available on all days of the month except the weekly off day and National Holidays. The Assistant Registrar (Estate) shall operate the contract on behalf of AUD. The working hours are from 7.00 am to 3:00 pm with half an hour lunch time. The timings are liable to be changed at the discretion of AUD.

12.0 Payment Schedule

- 12.1 The NGO should submit its claim on the last day of a month for the services rendered, showing distinctly the charges payable.
- 12.2 Payment will be made once a month through NEFT transfer/ cheque after ascertaining the satisfactory performance of contractual responsibility carried out in the previous calendar month.
- 12.3 No advance payment claims or running bills will be entertained.
- 12.4 Income Tax and any other statutory levies will be deducted at source as per the rules in force from time to time.

- 12.5 It is obligatory for the NGO to make payments to its volunteers latest by 07th of every month or make payment in their Bank account and furnish proof thereof.
- 12.6 All charges including sales tax, duties for materials obtained for work etc. or any statutory tax will be paid by the NGO.

13.0 Security Deposit

- 13.1 The NGO should provide AUD with the Performance Bank Guarantee/ Demand Draft for a sum of Rs 25,000/- from any nationalized bank, in the prescribed format. The above Bank Guarantee should be submitted within 02 weeks from the date of award of contract and should be valid for over three months after the expiry of the period of the contract and extended in case of further renewals of the contract. AUD will be free to encash this Bank Guarantee in the event of any failure on the part of the NGO to meet its obligations under the contract or in the event of any demand by the concerned Statutory Authorities for the dues from the NGO at its sole discretion.
- 13.2 After acceptance of the contract if any/all the terms and conditions of the contract is /are violated, AUD reserves the right to terminate the contract. In such cases, the security deposit will be forfeited by AUD at its discretion.

14.0 Terms and Conditions of Contract

- 14.1 The successful tenderer should commence the services within fifteen days from the receipt of the award of contract or from the date as decided by AUD and this will be binding on the NGO.
- 14.2 All the sanitation volunteers deployed at AUD Campus by the NGO will be first screened and interviewed by the AUD officials. Only selected person(s) will be allowed to be posted.
- 14.3 The sanitation volunteers can be deployed in any of the campuses of AUD, depending upon the requirement. Similarly, AUD reserves the right to place order for supply of material/ performance of services in any other campus on the same terms and conditions.
- 14.4 AUD reserves the right to increase / decrease the quantity of sanitation volunteers and material, depending upon the prevailing situation. In this case, the addition/ deduction will be calculated on pro-rata basis.

- 14.5 If any loss or damage is caused to AUD property by the workmen, the cost of the same will be recovered from the NGO.
- 14.6 At any time AUD can ask for replacement of any sanitation volunteer due to any reason. Replacement must be done within 2 days' time.
- 14.7 The NGO shall be entirely responsible for the materials, tools & equipments handed over by AUD and brought by the NGO. These should be kept in the custody of its Supervisor and kept in a room allotted for the same. AUD shall not be responsible for any loss / theft of the same.
- 14.8 The NGO shall provide uniform for both summers and winters, identity card etc. to all its volunteers, in absence of which they shall not be allowed inside the AUD premises. The I Card issued by NGO for its volunteers will be counter signed by an officer nominated by AUD, and should be carried in person by the volunteers during working hours.
- 14.9 The NGO will provide a list of its volunteers to Assistant Registrar (Estate) (an employee nominated by the University). The NGO will be under obligation to inform the Assistant Registrar (Estate), any change in its volunteers. The NGO's volunteers shall be allowed to work inside the AUD Campus during the specified hours only. However, if need be, NGO may obtain permission of Assistant Registrar (Estate) for detaining its volunteers beyond specified hours as a special case. All the Sanitation volunteers will maintain due discipline.
- 14.10 The NGO shall not sublet the cleaning and sanitation work.
- 14.11 The NGO shall work co-operatively and amicably with the Assistant Registrar (Estate), staff members and other agencies, which are working in the Campus.
- 14.12 In AUD Campus, smoking and chewing tobacco etc. is prohibited.
- 14.13 The NGO should ensure that its volunteers uses proper safety measures while performing their duties to avoid any accidents.
- 14.14 AUD has the right to reject any sub standard and unspecified material supplied by the NGO for cleaning and sanitation work. The University also reserves the right to seek the replacement of defective work and materials as per the terms and conditions of the tender.

15.0 Statutory Obligations

- 15.1 The NGO shall be solely responsible for any failure to fulfill the statutory obligations and all other necessary statutory requirements. All necessary statutory documents, records like log book, wage registers, attendance registers etc, should be maintained and produced on demand.
- 15.2 In case the volunteers suffer any injuries/damages or meet with an accident In AUD premises or outside AUD premises, during discharge of duties, the entire cost of compensation should be borne by the NGO.
- 15.3 In case of any accidents, the NGO will be solely responsible for the statutory/financial obligations. AUD will not enter into any litigation whatsoever under any circumstances.
- 15.4 The NGO shall be responsible for all claims from third parties (including the staff of AUD) in the event of any accident involving the liability.

16.0 Manpower

- 16.1 The NGO must employ adults only as volunteers. Employment of child labour will lead to the termination of contract. The NGO shall engage only such volunteers, whose antecedents have been thoroughly verified, including character and police verification and other formalities.
- 16.2 An attendance registrar shall be signed by the NGO or its workers everyday. Sanitation volunteers also may be asked to enter their attendance through biometric system provided at the specified entry point.

17.0 Penalty

- 17.1 Penalty will be levied for the following, which is not exhaustive. Suitable penalty will be decided for other faults by the competent authority.
 - 17.1.1 In case any of sanitation volunteer(s) deployed under the contract is (are) absent without prior permission, a penalty equal to 25% of the corresponding honorarium value shall be levied by AUD and the same shall be deducted from the NGO's bills.
 - 17.1.2 In case any of sanitation volunteers deployed under the contract fails to report in time and the NGO is unable to provide suitable substitute in time for the same, it will be treated as absence, and penalty as mentioned in sub para above shall be levied.

17.1.3 If cleanliness is not observed up to the satisfaction of the University, a penalty of a minor fine of Rs.1,000/- per day or Rs.5/- per day per square meter, whichever is higher, or a major fine of Rs. 2000/- per day or Rs.10/- per square meter per day (for a particular area of the AUD premises where cleanliness is not found satisfactory) will be imposed on the NGO depending on the objective criteria.

17.1.4 In case any public complaint is received attributable to misconduct/ misbehavior of any sanitation volunteer, a penalty of Rs.500/- for each such incident shall be levied and the same shall be deducted from NGO's bill.

17.1.5 In case the NGO fails to commence/ execute the work as stipulated in the agreement or in case of unsatisfactory performance or if it does not meet the statutory requirements of the contract, AUD reserves the right to impose the penalty as detailed below:-

18.0 Force Majeure

18.1 If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations.

18.2 The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist.

18.3 If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more; either party may at its option terminate the contract.

19.0 Settlement of Disputes

19.1 AUD's decision in respect of any dispute arising out of the Cleaning & Sanitation Services shall be final.

19.2 Any dispute, difference or disagreement between AUD and the NGO concerning the

existence, validity, interpretation, performance, termination or breach under this Contract, shall be amicably resolved in good faith. Failing which, the matter shall be referred for settlement by arbitration in accordance with provisions of Indian Arbitration & Conciliation Act, 1996, as amended from time to time. Either Party may refer the dispute to the Sole Arbitrator, to be nominated by the Vice Chancellor, AUD. The language of arbitration proceedings shall be English and the venue and jurisdiction of the arbitration shall be New Delhi. The arbitration award shall be final and binding on both the Parties.

- 19.3 Dispute, if any arising out of the above tender will be referred to courts having jurisdiction over Delhi only.

TECHNICAL BID

1.0 PROFILE OF THE NGO			
Name of the NGO & Address			
If registered as a Company/proprietorship, please indicate if copy of certificate of incorporation is enclosed.		YES / NO	
Name of Chairman/ Managing Director			
Is a copy of registration enclosed?		YES / NO	
What is the annual Turnover of the NGO for the years, 2013-2014 2014-2015 2015-2016			
Permanent Account Number			
Banker's name and address.			
No. of years' experience in the field of Cleaning & Sanitation Services.			
Is there any litigation of whatsoever nature in respect of the contracts executed. If yes, give details.		YES / NO	
Has your organization been placed in defaulter category by any Govt. Department/ PSU?		YES / NO	
2.0 GENERAL			
Who are your major corporate clients? Furnish Name & Telephone No. Of the Officer, who controls the Cleaning & Sanitation Services provided for. Please provide minimum three references. 2013-2014 2014-2015 2015-2016		Client's Name	Contract Value
		Contact person & No.	
At least one work order issued by Govt			

organizations/ PSUs/ Autonomous bodies/ reputed Private organizations in each of the last three years of value Rs 5 Lakh (Attach copies)	
DD/ Pay Order Number and Amount (For a sum of Rs. 10000/-)	
Is the tender document duly signed on each page	YES / NO

I certify that all the information furnished above is true to my knowledge.

Date : _____ Signature: _____

Place : _____ Name & Designation : _____

Seal of the NGO : _____

FINANCIAL BID

I/We.....
of hereby agree, subject to acceptance of this tender by AUD, to carry out the following works and to provide the following sanitation volunteers per month in accordance with the specifications, terms and conditions of the contract as stated in the tender document at the rates and prices given below:

Part I

For mechanized housekeeping volunteers deployment required :

S. No.	Description of Manpower	Qty.	Honorarium (per person per month) (Rs.)
1	Sanitation Volunteer	Each	
2	Sanitation Supervisor	Each	

Part II

1. Cleaning Chemical Required (Kashmere Gate Campus), Please fill up Column No. 4,5 and 6 :-

S. No	Locations (2)	Area (3)	Description of Chemicals required (4)	Estimated Required Quantity per month (5)	Cost per month (Incl. of taxes) Rs. (6)
1	Class rooms, offices, stores and other indoor areas	6997 Sq mtrs approx.			
2	Verandas, vestibules and staircases etc.	1719 Sq mtrs approx.			
3	Open spaces, roads, courtyards, etc.	9339 Sq mtrs approx.			
4	Latrines, bathrooms, urinals etc	Approx. 104 Units			
5	Cleaning the office furniture, doors, windows etc.	In 6997 Sq mtrs area			
Grand Total Cost per month Rs.					

2. Consumables Required (Kashmere Gate Campus), Please fill up Column No. 1, 2, 3 and 4:-

(Miscellaneous Consumables Like Brooms, Duster, Mops, Buckets, Glass Cleaning Kits, Telescopic Rods, Dust controllers etc.) :-

S. No	Name of Consumables (2)	Estimated Qty. (3)	Cost per month (Incl. of taxes) Rs. (4)
Grand Total Cost per month Rs.			

3. Machines Required (Kashmere Gate Campus), Please fill up Column No. 1,2,3 and 4:-

S. No	Name of Machines (2)	Estimated Qty. (3)	Rent per month (Incl. of taxes) Rs. (4)
Grand Total Rent per month Rs.			

Total Amount (Serial 1 + Serial 2 + Serial 3)

In Figures (Rs.).....

In words (Rupees).....

Part III

1. Cleaning Chemical Required (Karampura Campus), Please fill up Column No. 4,5 and 6:-

S. No	Locations (2)	Area (3)	Description of Chemicals required (4)	Estimated Required Quantity per month (5)	Cost per month (Incl. of taxes) Rs. (6)
1	Class rooms, offices, stores and other indoor areas	2600 Sq mtrs approx.			
2	Verandas, vestibules and staircases etc.	3500 Sq mtrs approx.			

	Open spaces, roads, courtyards, etc.	5000 Sq mtrs approx.			
4	Latrines, bathrooms, urinals etc	Approx. 100 Units			
5	Cleaning the office furniture, doors, windows etc.	In 2600 Sq mtrs area			
Grand Total Cost per month Rs.					

2. Consumables Required (Karampura Campus), Please fill up Column No. 1, 2, 3 and 4:-

(Miscellaneous Consumables Like Brooms, Duster, Mops, Buckets, Glass Cleaning Kits, Telescopic Rods, Dust controllers etc.) :-

S. No	Name of Consumables (2)	Estimated Qty. (3)	Cost per month (Incl. of taxes) Rs. (4)
Grand Total Cost per month Rs.			

3. Machines Required (Karampura Campus), Please fill up Column No. 1,2,3 and 4:-

S. No	Name of Machines (2)	Estimated Qty. (3)	Rent per month (Incl. of taxes) Rs. (4)
Grand Total Rent per month Rs.			

Total Amount (Serial 1 + Serial 2 + Serial 3)

In Figures (Rs.).....

In words (Rupees).....

Part IV

Rate per unit of chemicals and other consumables for any additional area, Please fill up Column No. 4,5 and 6:-

S. No	Locations (2)	Per Unit (3)	Cost of Chemicals required per month (4)	Cost of other consumables required per month (5)	Total Cost per unit per month (Incl. of taxes) Rs. (6)
1	Class rooms, offices, stores and other indoor areas	10 Sq mtrs			
2	Verandas, vestibules and staircases etc.	10 Sq mtrs			
3	Open spaces, roads, courtyards, etc.	10 Sq mtrs			
4	Latrines, bathrooms, urinals etc	10 Units			
5	Cleaning the office furniture, doors, windows etc.	Per 10 Sq mtrs area			
Grand Total Cost per unit per month Rs.					

Total Amount

In Figures (Rs.).....

In words (Rupees).....

Note : The quoted rates shall include all taxes, duties, VAT, insurance, custom duty etc. as applicable and no extra shall be payable on this account. Vague offers such as custom duty extra, cartage extra, tax extra etc shall not be accepted. Any extra taxes, duties, levies not written in the above table but written separately at any other place in the bid document shall not be considered and the tenderer shall bear it.

The above quantities, wherever indicated are only for the purpose of evaluation. The requirement may increase or decrease and the decision of the AUD in this regard shall be final and binding on the NGO.

Signature :
 Name & Designation :
 Name of the NGO :
 Seal of tenderer :
 Date :

UNDERTAKING
(To be submitted with Technical Bid)

It is certified that I/ my Firm/ NGO/ company has/ have never been **black listed** by any of the Departments/ Autonomous Institutions/ Universities/ Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or reputed private institutions and no criminal case is pending against the said firm/ NGO as on _____.

Signature of the Tenderer

Name of the Signatory

Name of the Firm/NGO

Seal of the Firm/NGO

Place:

Date: _____

Agreement to be signed for Providing Cleaning & Sanitation Services

<Stamp paper of requisite amount>

Agreement for providing Cleaning & Sanitation Services

This agreement is made on _____ 2016 between the Ambedkar University Delhi, Lothian Road, Kashmere Gate, Delhi-110006 hereinafter referred to as "AUD", and

M/s _____, an NGO with registered office at _____, hereinafter referred to as "Contractor",

and both the parties as mentioned above set forth and agree to abide by the following terms of this agreement.

WHEREAS the Contractor has tendered for providing Cleaning & Sanitation Services to the AUD as per the terms and conditions mentioned in the tender document. Whereas such tender has been accepted and the Contractor has deposited with the Tendering Authority the sum of Rs. _____ (Rupees _____ only) as security for the fulfillment of this Agreement.

NOW IT IS HEREBY AGREED between the parties hereto as follows:

1. The Contractor has accepted the contract on the terms and conditions set out in the tender notice no. _____ dated _____, which shall hold good during period of this agreement.
2. Upon breach by the Contractor of any of the conditions of the agreement, the Tendering Authority may issue a notice in writing, determine and put an end to this agreement without prejudice to the right of the AUD to claim damages for antecedent breaches thereof on the part of the Contractor and also to reasonable compensation for the loss occasioned by the failure of the Contractor to fulfill the agreement as certified in writing by the Tendering Authority which certificate shall be conclusive evidence of the amount of such compensation payable by the Contractor to the AUD.
3. Upon the determination of this agreement whether by effluxion of time or otherwise, the said deposit shall after the expiration of two months from the date of such determination be returned to the Contractor but without interest and after deducting there from any sum due by the Contractor to the Government under the terms and conditions of this agreement.

4. This agreement shall remain in force until the expiry of 12 months from the date of entering into the contract but the Tendering Authority may cancel the contract at any time upon giving one months notice in writing without compensating the Contractor.

5. The Tendering Authority may give notices in connection with the contract. In consideration of the payments to be made by the AUD to the Contractor as hereinafter mentioned the Contractor hereby covenants with the AUD to provide the Services and to remedy defects therein conformity in all respects with the provisions of the Contract.

6. The Tendering Authority hereby covenants to pay the Contractor in consideration of the provision of the Services and the remedying of defects therein, 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 by the contract.

7. If subject to circumstances beyond control (Force Majeure) the contract fails to deliver the services in accordance with the conditions mentioned in the tender, the Tendering Authority shall be entitled to render services from else other organization after giving due notice to the Contractor on the amount and at the risk of the Contractor without canceling the contract in respect of the consignment not yet due for delivery, or to cancel the contract.

8. In the event of action to be taken, the Contractor shall be liable for any losses, which the Tendering Authority, may sustain on that account. The recovery by way of penalty shall be made by deducting the amount from the bills be made good by a credit note within the stipulated period for the purpose.

IN WITNESS WHEREOF the parties have caused this Agreement to be executed by the hands of duly authorized representatives on the day, month and year first before written.

Signed:

For and on behalf of
Ambedkar University Delhi

Authorised Signatory

Witness 1 _____

Witness 2 _____

For and on behalf of
M/s _____
Authorised Signatory

Witness 1 _____

Witness 2 _____