

Tender Sr. No.
AIU/Housekeeping/02/2018

TENDER
DOCUMENT For
Providing Housekeeping/ Sanitation
Services

In

ASSOCIATION OF INDIAN UNIVERSTIES
AIU HOUSE, 16, COMRADE INDERJEET GUPTA MARG
(KOTLA MARG) NEW DELHI-110002

This Tender Document Contains

23

Note: Draft of Rs. 100/- be attached if Tender Document is downloaded from the website in addition to the Earnest Money Deposit (EMD).

ASSOCIATION OF INDIAN UNIVERSITIES

CONTENTS OF TENDER DOCUMENT

| Section No. | Description of contents | Page No. |
|--------------------|--|-----------------|
| I | Important Information related to Tenderer | 3 |
| II | Eligibility and Selection Criteria | 4 |
| III | Submission and opening of Tenders | 4-5 |
| IV | Scope of work to be executed by the agency & working hours | 5-7 |
| V | Details of jobs to be carried out weekly are as under | 8 |
| VI | Material & Equipment | 9-10 |
| VII | Performance Evaluation | 10-11 |
| VIII | Tender Form, Earnest Money and Security Deposit | 11-12 |
| IX | Period Of Tendered Work, Penalties , Termination of Contract | 13-15 |
| X | Other Conditions Of The Tender | 15-18 |
| XI | Check List | 19 |
| XIII | Bid Format | 20 |
| XIV | Performance Certificate | 21 |
| XV | Self declaration-No Blacklisting | 22 |

IMPORTANT INFORMATION RELATED TO TENDER

| | | |
|---|-------------------------------------|---|
| 1 | Purpose of RFP | Engagement of Agency for providing Housekeeping/ Sanitation Services. |
| 2 | Date Of issue | 01/03/2018 |
| 3 | Earnest Money Deposit | Rs.20,000/- |
| 4 | Last Date for Submission | 12/03/2018 1700 hrs |
| 5 | Bid Validity | 90 days |
| 6 | Address for Submission | To THE JOINT SECRETARY (Admin), AIU HOUSE, 16, COMRADE INDERJEET GUPTA MARG (KOTLA MARG) NEW DELHI-110002 |
| 7 | Date of Opening of Technical Bid | |
| 8 | Date of Opening of Financial Bid | To be notified at a later date after the Technical evaluation is completed. Shortlisted Service Provider shall be notified in writing or through mail/mobile. |
| 9 | Contact for any queries | 011-23232305 Extension 242 or administration@aiu.ac.in |

ASSOCIATION OF INDIAN UNIVERSITIES

011-23232305 Extension 242 or administration@aiu.ac.in

Tender Documents for Providing Housekeeping/ Sanitation Services in AIU Campus, New Delhi

A. Eligibility Conditions

1. A registered company firm or agency having experience of at least Ten Years in Housekeeping/ Sanitation Services having minimum annual turnover of Rs 10 Lakhs during the preceding three financial years ending 31st March 2017 and experience of undertaking at least three independent completed projects in Housekeeping services worth of Rs 3 Lakh each.
2. The Tenderer should be registered with the Competent Authority and should have PAN/TAN number, Sale Tax/GST registration.
3. The Tenderer shall have well established office.
4. The Tenderer should have 5 year's experience out of 10 years in housekeeping and sanitation services in Govt. Dept, Semi-Govt., Corporate Sector, Universities, Hospitals etc.
5. The Tenderer should not have been blacklisted by any Govt., Semi- Govt, Dept. or any other organization.
6. The Tenderer must submit duly filled Tender form specified in this document.
7. Certificate of registration, MOU in case of partnership firm, Article of Association, Moa in Case of Company etc shall be attached.
8. The Tenderer should not have incurred loss in more than 2 years in last 5 financial years ending 31st March 2017.
9. The Tender form shall be accompanied by the documents mentioned in checklist specified in Annexure I of this document.
10. The Tenderer without the qualifications as mentioned at Sr. No 1 to 8 above and Tender without all the documents mentioned at Sr. No 9 above shall be summarily rejected. Tenders incomplete in any form are liable to be rejected out rightly.
11. Tender is liable to be rejected without EMD.
12. Every page of Tender document shall be signed by the Tenderer.
13. 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.

B. SUBMISSION & OPENING OF TENDERS EARNEST MONEY DEPOSIT (EMD)

- i) Tender should be submitted on specified format supplied by **Association of Indian Universities** or downloaded from **Association of Indian Universities** website along with Account Payee Demand Draft of any nationalised /Scheduled bank amounting to Rs 20,000/- (Rupees twenty Thousand Only) with validity period of tender, drawn in favour of "**Association of Indian Universities**". In case the downloaded Tender Document is submitted an additional DEMAND DRAFT (separate) of Rs 100/- will be required to be attached.
- ii) The EMD of unsuccessful Tenders will be returned after finalisation of the contract. No interest shall be paid on the EMD. In case of successful tender, amount paid as EMD will be adjusted towards performance security deposit and this amount will not carry any interest.
- iii) No Tenders will be accepted after 5.00 pm dated 12.03.2018.

- iv) Bid should be placed sealed envelopes and both sealed in bigger envelope superscribing "Tender for sanitation/Housekeeping Services.".EMD should be with bid.
- v) Bid will be opened in the office of the **Association of Indian Universities** in presence of committee constituted by competent Authority for opening of bid will be conveyed technically qualified tenderer by post/telephonically.
- vi) The Joint Secy. (admin) **Association of Indian Universities** 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 tenderers must ensure that they strictly fulfil 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 Dispatch Room of the **Association of Indian Universities**, New Delhi between 10.00 a.m. to 5.00 p.m. No tender will be accepted after 5.00 pm on 12/03/2018
 - x) Tenderer are advised to carry out survey of the **Association of Indian Universities** campus, before quoting so as to fully acquaint themselves of the conditions on ground.
 - xi) Items rate quotations having 15%above or below the reasonable rates are liable to be rejected.

C. SCOPE OF WORK TO BE EXECUTED BY THE AGENCY

- i) The agency shall be fully responsible for the housekeeping/sanitation services in the AIU as laid down in the tender and the agency shall work under overall supervision and direction of the Administration Department.
- ii) Sweeping, mopping, dusting, cleaning and all other allied works have to completed before 8.30 am on all working days, 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 3.30 pm onwards) on day to day basis. No spill over of the above works for the next day shall be permitted under any circumstances.
- iii) 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 intervals as per requirement, usage and instruction given by the officers of the AIU from 9.00 am to 5.00 pm i.e. during office hours and beyond)
- iv) The contracting agency shall make arrangement 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 toilets and the cost of consumables and cleaning materials will be borne by the contracting agency.
- v) Agency shall arrange to spray air fresheners in officer's rooms, conference halls auditorium as and when required and the cost will be borne by the Agency.
- vi) All materials to be used for cleaning and other consumable (Annexure-IV), shall be in conformity with the specifications/brand/make of government approved standards(The samples have to be got approved from the Administration Dept. of the AIU by the Contracting Agency)

vii) 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's 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 THE JOINT SECRETARY (Admin), AIU HOUSE, 16, COMRADE INDERJEET GUPTA MARG (KOTLA MARG), NEW DELHI-110002 will be final and binding on the agency.

D. SCOPE OF WORK AND WORKING HOURS

- i) The Agency shall be responsible for the Housekeeping Services/ Sanitation in the AIU laid down in the tender and the agency shall work under the overall supervision and direction of the Joint secretary (admin), AIU. The agency shall seek instructions from Department or any other officer authorised by the AIU for the above noted purpose.
- ii) The manpower (Male) to be deployed for housekeeping/sanitation at Association of Indian Universities.

Monday To Saturday:

| Hrs of Work | Sweepers (Including sewer man) | Supervisor |
|--------------------|--------------------------------|------------|
| 7.30 am to 4.00 pm | 4 | 1 |

Sundays:

| Hrs of Work | Sweeper | Supervisor |
|--------------------|---------|------------|
| 8.00 am to 1.00 pm | 1 | 0 |

The manpower specified above is the bare minimum to cover the areas and scope of work as mentioned above.

- (iii) The scope of work include dusting/cleaning of computers, machines, other office equipments, internal vertical surface (Marble, glass panels and painted surface etc), ceiling & fixtures, electric fans., as well as to attend to work assigned by the officers of the AIU.
- (iv) For the purpose of sanitation and housekeeping , the entire site is broadly divided into three parts, namely ,non- carpeted covered area and carpeted covered area and open area and the details are given as under:

ANNEXE BUILDING

Basements to top floor with Rest Rooms No 1-9 with Lounge (Total 10 rooms with pantry attached toilets in 2nd the floor, canteen in ground floor)

TOILETS/FIXTURES:

| | |
|-----------------------------|-----|
| General Toilets | :11 |
| Officers Toilets | :02 |
| Urinals | :06 |
| Drinking water coolers | :03 |
| Bath rooms/Attached toilets | :13 |

- (iv) 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:

F. DETAILS OF JOBS TO BE CARRIED OUT TWICE A DAY ARE AS UNDER:

1. General cleaning(sweeping ,mopping, dusting and any other connected work) of the office rooms, open office halls, conference rooms(Halls), Library , reception, corridors, stairs, A/Cs outdoor unit area, space for water coolers & toilets, parking areas, service area, all space roads inside the **Association of Indian Universities** ETC. and all unspecified areas/location within the **Association of Indian Universities**.
2. Removal of garbage from dustbins in plastic bags. Replacing old plastic bags with new plastic bags. Carrying of garbage in trolley. 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.
3. Removal of waste papers, packing material, plant leaves (waste) and any other garbage from the entire premises including the staircase, lift areas, open area etc.
4. Cleaning of workstations, table tops, chairs, almirahs, frames, panels, railings, glasses and cabin partitions with approved cleaning material.
5. Stain removal treatment of entire premises including stairs, area of office cabins, conference halls reception, toilets etc. and stain removing of the furniture and equipments.
6. Air Freshener spray in conference room (if required), officers' rooms once in a day and also on requirement basis as directed by the department.
7. 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 toilets with approved materials, refilling liquid soap dispensers (on daily basis in toilets and requirement basis in officers toilets), refilling of toilets rolls/tissue papers etc.
8. Cleaning and dusting of planters, paintings, posters, notice boards etc.
9. Removal of bird droppings and other dirt's on the inner walls or on the foot of doors, ventilators etc. as and when required.
10. Mosquito/Flies Control treatment will be done to get rid of day to day nuisance of mosquitoes/flies. Spraying at all the entry and exist points and reception area to be done on daily basis.
11. 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.

12. Insect control complaints should be attended on all days. Necessary, qualified, manpower for the purpose should be available on site for immediate attention.
13. The above mentioned work from (1) to (12) are to be carried out on all days and also on requirement basis as directed by department, however, one sanitation worker to be kept on standby at Rest House and reception block on public holidays for the upkeep of Rest House and reception block and to attend any emergency requirement.

G. 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, dustbins, buckets etc. with detergents.
- VI) Weekly cleaning and dusting of ventilator blinds and brushing of upholstered chairs and sofas.
- VII) Insects control treatment should be extensively carried out in the site on every weekends.

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

- I) Vacuum cleaning of upholstery of sofas and other upholstered chairs and AC grills.
- II) Cleaning of nameplates and painting with glass top.
- III) Adult Mosquito Control Inside areas of the Association of Indian Universities 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 AC 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.

I. 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 fixture, wall tiles. Etc
- IV) Removal of cobwebs in back/hidden areas in place like electrical substations, UPS/room, telephone exchange etc.
- V) Removal of weeds from edges of paths/roads, pavel-laid area, corners, services in terraces etc.
- VI) Insect Control/Disinfestations treatment will be done by means of spraying in toilets to get rid of ticks, cockroaches, ants, beetles etc.

J. MATERIAL & EQUIPMENT

The indicative list of tools and cleaning equipment to be deployed by the agency are as under:-

- (a) Four legged stools industrial or balanced ladders.
- (b) Industrial Vacuum Cleaners
- (d) Heavy duty scrubbing machine
- (e) High Power Jet Machine-(01 No)
- (f) Heavy Duty polishing machine with pads
- (g) Mops/swabs
- (h) Feather brushes
- (i) Upholstering brushes.
- (j) Brooms
- (k) Scrubbing brushes (hand)

- (l) Squeezes 18", 24" etc.
- (m) Glass squeezes (wet and dry)
- (n) W/C brush
- (o) Buckets
- (p) Long handled cobweb brushes pads
- (q) Metal dust pans
- (r) Nylons scrubbers
- (s) Dusters
- (t) Tissue box
- (u) Any other similar equipment required for cleaning

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

- (a) Cleansing detergents of standard company for WC's, urinal, pots etc
- (b) Detergents of standard company wash basin, sinks & other items.
- (c) Liquid soap of standard company for scrubbing of floors & wall.
- (d) Anti-bacterial disinfectants of standard company for cleaning toilets, lobby/floors.
- (e) Glass cleaning liquid of standard company.
- (f) Deodorizer of a standard company.
- (g) Air-fresheners/Aerosols (eco-friendly) of standard company.
- (h) Urinals cubes (standard company)

L. PERFORMANCE EVALUATION:

- I) The performance evaluation of the sanitation services shall be carried out by the Department 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 (for each floor including open areas)
 - (II) The department 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 partitions doors, panelling etc..
 - (j) Cleaning of planters.
 - (k) Maintenance of Corridors.
 - (l) Maintenance of open spaces.
 - (m) Sweeping/Mopping of floors.
 - (n) Disinfecting and deodorising of toilets.
 - (o) Control of pests (cockroaches, rodents etc)
 - (p) Any other activity/work identified specified by the department from time to time as per requirement.

iii) The Department 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 penalised by deduction in his payment between 5% and 50% depending upon the level and duration of the continued dissatisfaction. The decision of the AIU will be final in this regard.

M. TENDER FORM, EARNEST MONEY AND SECURITY DEPOSIT

- I) Tenderer will submit the tender form for sanitation/housekeeping services in the AIU along with Earnest Money Deposit (EMD) amounting to Rs 20,000.00 (Rupees twenty Thousand Only) of any nationalised/ Scheduled bank in favour of the **Association of Indian Universities**, New Delhi. In no case, Cheque and/or cash will be accepted. The tender will not be accepted if it 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 Department shall not pay interest on earnest money or performance security deposit.
- III) 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/ail 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.
 - a. Earnest money deposit of Rs20,000/-
 - b. Original notice inviting tender (to be signed by the tenderer).
 - c. GST Certificate from the concerned Taxation Authority.
 - d. Income Tax Clearance Certificate from the concerned taxation Authority
 - e. Original terms and conditions of tender (each page to be signed by the tenderer)
 - f. Demand Draft /Pay order for Rs 100/- in favour of The Association of **Indian Universities**, New Delhi.(As cost of the tender document, if the same was downloaded from website). e.g. 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).
 - h. Valid PAN card of the company/firm(attach attested copy of PAN card)
 - i. Valid Provident Fund Account No of the Firm (Attach Attested copy of registration)
 - j. Valid ESI No of the Company/firm (attach attested copy of registration certificate)
 - k. 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).
 - l. The tenderer should have a minimum annual turnover during the preceding three financial years ending 2014-2015, 2015-2016 and 2016-2017 for Rs 10 Lakhs in housekeeping services. The details of the turnover for the financial year 2014-15, 2015-16 and 2016-17 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 housekeeping services, which should total up to at least 3 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 |
|------|--------------------|-----------------|--------------------|--|
| | | | | |
| | | | | |
| | | | | |

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

- m. Balance sheet and profit loss account for last 5 years ending 31.03.2017 duly certified by chartered accountant.
- n. Tenderer should give the documentary proof of minimum five years experience (for the last five financial years) in providing Housekeeping/ Sanitation Services. The experience shown should be for providing continuous services 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:
- o. 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 tenderer. The minimum qualifying rating for performance certificate is prescribed as satisfactory. The tenderer who do not attach the minimum of satisfactory performance 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).

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)

| S. No | Year | Name and Address of the Client where the Experience in Providing Housekeeping Services is claimed (One year or more) |
|-------|------|--|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |

N. FINANCIAL BID:

The Tenderer should quote the rate and amount tendered on monthly rate basis in Rupees (in lump sum for the whole of housekeeping in **Association of Indian Universities** as defined in this tender document) in figures as well as in words. The rate and amount of the tender should be inclusive of all applicable charges and taxes etc 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 GST 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 rate 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 VI. It should be given in the letterhead of the company/firm/tenderer.

V) The financial bid should have the stamp of the firm or company and signed by the tenderer on every page.

VI) The financial Bid(Annexure VI) shall be enclosed in the same envelope along with other documents mentioned above, however ,financial bid of only those tenders will be opened who fulfil all the requirements mentioned in t his tender.

O. PERIOD OF TENDERED WORK

The tender will be availed for a period of two years from the day selected agency starts providing the housekeeping/sanitation services in **Association of Indian Universities**.

PAYMENT OF BILLS

I) Bill payment will be made by **Association of Indian Universities** within thirty days from the date of submission of the bill in respect of undisputed bills. The Agency while preparing 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. PAN No & TIN No./GST No. should be quoted on the body of the bill .Proof of payment made for PPF &ESI etc. for the staff deployed in the **Association of Indian Universities** be endorsed with the bill.

II) Whenever any over payment comes to the notice of Indian Law Institute the same shall be deducted by the **Association of Indian Universities** 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 **Association of Indian Universities** or from the performance security deposit of the tenderer.

III) **Association of Indian Universities** reserves the right to carry out post payment audit and or technical examination of the final bill including all supporting vouchers, abstract etc. **Association of Indian Universities** 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 **Association of Indian Universities** 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 Institute as and when pointed out and found justified.

P. NOTICE BY THE AIU

Subject to as otherwise provided in this tender, all notices to be given on behalf of the AIU and all other actions to be taken on its behalf may be given or taken by the Joint Secy. (admin), In charge of General Administration Department or any authorised official of the AIU.

18. No Liability of the AIU

- i) The **Association of Indian Universities** shall not provide any residential accommodation to the Housekeeping/sanitation personnel employed by the agency. No cooking or lodging shall be allowed in the Institute for the staff engaged by the contracting agency.
- ii) The **Association of Indian Universities** 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 **Association of Indian Universities** recognizes no employer-employee relationship between **Association of Indian Universities** and the housekeeping/sanitation employees deployed by the contracting agency.
- iii) The **Association of Indian Universities** shall not be responsible financially or otherwise for any injury to the housekeeping personnel in the course of performing the housekeeping /sanitation functions as per this tender. This liability shall solely be of the tendered.

19. PENALTIES

- 1. For misbehaving on part of housekeeping staff Rs 1,000/- per default.
- 2. For non-wearing of uniform and /or identity card Rs 1,000/- per default.
- 3. For causing nuisance/damage to public property i.e AIU and its campus-3 times of the market value of such property or Rs 5,000/-, whichever is higher per default.
- 4. For removal of any item(s) for which the agency is not authorised-3 times of the market value of such property or Rs 5,000/- whichever is higher, per default.
- 5. For violation of any of the calculation of the contract Rs 5000/- per default.
- 6. In case the housekeeping staff is found absent from the duty and if no alternative arrangement is made by the Agency, then a penalty of Rs 500/- per person per duty will be imposed.
- 7. The mode of recovery will be as under:-

| Amount of Loss | Mode of Payment |
|-----------------------|--|
| a) Upto Rs. One Lakh | - To be recovered directly from the company b) |
| Beyond Rs One Lakhs | - To be recovered from the Monthly Bill |

20. TERMINATION OF TENDER

l) 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 period specified in the notice given to him in writing the **Association of Indian Universities** 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 AIU. AIU on such cancellation, shall have powers to carry out/execute the work through agencies by means at the risk and cost of the contracting agency.

- II) The **Association of Indian Universities** 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 forfeited by the AIU.
- 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 AIU.

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 AIU. 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 **Association of Indian Universities** in writing.
- v) The **Association of Indian Universities** will deduct Income Tax at Source as applicable from time to time.
- vi) 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.
- vii) The contracting agency shall indemnify the against all other damages/changes and expenses for which the **Association of Indian Universities** 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 aims and demands thereof.
- viii) 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.
- ix) 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.
- x) Any person who is in Government Services or an employee of the **Association of Indian Universities** should not be made a partner to the tender by the agency directly or indirectly in any manner whatsoever.

- xi) The contracting agency shall not transfer the tender to any other person in any manner. The agency shall not be permitted to subcontract 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 **Association of Indian Universities** has the right to get the insect control agency changed immediately, if their services are not found satisfactory.
- xii) Any other appropriate provisions as advised by the **Association of Indian Universities** 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.
- xiii) That the successful tenderer shall take immediate steps to get a license under contract labour(R&A) Act 1970 and Delhi Work Contract Act of Government of NCT OF Delhi(Wherever Applicable)
- xiv) 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 AIU as per the terms and conditions of the tender within one month from the issue of letter of acceptance of whenever called upon to do so by the **Association of Indian Universities** whichever is earlier.
- xv) That the agency shall have to provide any additional personnel for allocating any additional housekeeping/ Sanitation duty as directed by the **Association of Indian Universities** or any authorised officer of the **Association of Indian Universities** in addition to those duties/personnel covered in this tender. The work order should be issued for deployment of extra manpower as per contract rate.
- xvi) The contracting agency will have to ensure cleanliness of the site by using the requisite quantity of materials to the entire satisfaction of the AIU. If the AIU indicates that the cleanliness or housekeeping services are not adequately satisfactory on account of insufficient tools, material and /or manpower, then additional material, Tools and or manpower as the case may be, will have to be brought in by the agency without charging any extra cost
- xvii) 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.
- xviii) The contracting agency shall not employ any person who has not completed Eighteen years of age and/or above 56 years of age.
- xix) 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 entire satisfaction of the AIU. 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) ho should be deployed round the clock by the agency shall also receive instructions from the Indian Law Institute and /or any authorised officer of the **Association of Indian Universities** from time to time for carrying out the housekeeping services at the **Association of Indian Universities**.
- xx) 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.
- xxi) 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.
- xxii) **Association of Indian Universities** 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 opinion of **Association of Indian Universities** 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 permission of the AIU.
- xxiii) 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.
- xxiv) All the terms and conditions contained in these tender documents will be part and parcel of the agreement/contract to be executed by the contracting agency with the AIU.
- xxv) Once the competent authority accepts the tender, the contracting agency shall be responsible to provide the Housekeeping/ sanitation services within 10 days from the date of issue of letter of acceptance.
- xxvi) Canvassing in connection with the tender is strictly prohibited which may disqualify the tender .Tender must be unconditional.
- xxvii) 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.
- xxviii) All the intending tenderers are advised to keep a photocopy of the tender documents with them for their future reference. All the intending tenders are further advised to visit the **Association of Indian Universities** campuses with prior appointment from Joint Secretary (Admin)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 AIU under any circumstance.
- xxix) For any clarification regarding the scope of work and /or any terms and conditions of tender, the intending tenderer can seek clarification from Registration any working day in person.
- xxx) Attendance report of all the staff deployed at **Association of Indian Universities** Campus shall be given to General Administration Department, every month.
- xxxi) 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.
- xxxii) 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 **Association of Indian Universities** by way of default, interest and penalty. The agency will also maintain the relevant records of all payments made by the agency and will produce

to the satisfaction of the Association of Indian Universities immediately whenever asked for.

- xxxiii) The agency shall be responsible for the good conduct/behaviour and integrity of its personnel and will also be responsible for any act of omission or commission on their part.
- xxxiv) The agency will be responsible for supply for the garbage bags for collecting garbage from core and common areas of the **Association of Indian Universities** Campus and disposal outside at sites designated by MCD for this purpose. The material so collected will be screened /checked by the security personnel.
- xxxv) 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.
- xxxvi) Weekly performance of the service provider will be observed by the General Administration Department officials entrusted with supervision of particulars units.
- xxxvii) 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 Technical supervisor, caretaking , General Administration department .
- xxxviii) 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.
- xxxix) 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 Act as applicable from time to time with regard to the personnel engaged by the contractor for the department.
- xl) The designated manpower on a given day can also be deployed for other services like shifting equipments/furniture's etc. apart from sanitation & housekeeping services.
- xli) The bidder(s) shall declare in writing that neither he/she nor his/her any family member is an employee of the AIU. He/ She shall also declare that none of his/her relatives is an employee of the Institute.

23. 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 implementation is permissible.
- (ii) The Joint Secretary(admin), reserves the right to reject any or all tender(s) without assigning any reason thereof.

Check List:-

1. Duly completed tender form.
 2. Earnest money deposit (Demand Draft of Rs 20,000/-(Rupees Twenty Thousand only) in favour of , **Association of Indian Universities**, New Delhi.
 3. Notice Inviting tender.
 4. Terms and conditions of the Tender duly signed on each page.
 5. Demand Draft/Pay order for Rs. 100/-(Rupees One hundred Only) in favour of the **Association of Indian Universities**, New Delhi as cost of 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 resignation no. of the company (under Companies Act 1956) as applicable (attach attested copy of certificate)
 7. GST Clearance Certificate.
 8. Income Tax Clearance Certificate
 9. PAN Card of Firm/Company (attach 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 subcontractor, if applicable, as prescribed at Heading 8 Sl. No 16).
 13. The details of the turnover for the year 2014-15, 2015-16 and 2016-17 should be shown and verified by submitting the copy of Income Tax Returns of respective financial year (Heading 8.5(k)).
 14. The details of the turnover on the Letter Head of the Tenderer as per the format at heading 8.5(l)
 15. Details of work executed by the tenderer in its letterhead (as at Heading 8.5(n)).
 16. Copies of Work orders(s) issued by Tenderer's clients as per point 15 above.
 17. Performance certificate in sanitation/housekeeping services (to be submitted on the letterhead of the Tenderer) as per proforma at Heading 8.5(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 VI)
- The above documents shall be placed in a single large envelope and it should be sealed and super-scribed, as" Bid for sanitation/Housekeeping services at **Association of Indian Universities**, New Delhi.

Indian Law Institute

Signature of the Tenderer
With Seal of the firm/Company

TENDER NOTICE No.AIU/Housekeeping/02/2018

Part – A (BID)

Profile / Details of House Keeping Agency

| | | |
|---|---|--------------------------|
| 1 | Name & Address of the House Keeping Agency 1. Tel: 2. Fax: 3. e-mail: 4. Mobile: | |
| 2 | Name and Position of contact person | |
| 3 | Organizational (Personnel) Chart of the Agency (Including field executives) | |
| 4 | Labour License nos. and validity under various sections of Labour Laws (Central Govt.) (Please enclose photocopy of certificate) | |
| 5 | Three Major Clients (with 15 or more personnel in an unit at New Delhi/NCR Contract period, contact person with phone number) (Attach proof) | |
| 6 | Turnover for last three years (copies of IT returns, P & L A/c, B/sheet be enclosed) | |
| 7 | House Keeping Agency 1. Registration No; 2. PF Registration No: 3. ESI Registration No: 4. GST No: 5. IT PAN: Other Registration if any | |
| 8 | Any other information the agency may like to provide | Attach additional sheets |

Signature and seal

TENDER NOTICE No.AIU/Housekeeping/01/2018

Part - B (BID)

FORM FOR TENDER RATES TO BE QUOTED PER MONTH

(To be submitted in a separate sealed cover and marked as "Financial Bid")

Performa for Submission of Financial Bid for HOUSE KEEPING Services

| S. Nos. | Rates | Amounts(Rs.) (Per month) |
|---------|---|-----------------------------|
| 1 | Rates of four House keeper & One Supervisor on as per govt. of NCT Delhi, Minimum wage act with EPF, ESI, EDIL, etc. per month. | |
| 2 | Cleaning Material with Equipment charges Cost(Branded/Reputed make type as per requirement) per month | |
| 3 | Dress & Shoes per Month per Person | |
| 4 | Service charge@ in % | |
| 5 | GST @ as applicable in % | |
| | Total charges per month | Rs.= |

Signature and seal

PERFORMANCE CERTIFICATE
(To be submitted for each Client Separately)

It is certified that M/s (Tenderer) had provided housekeeping/ sanitation services to our firm for the premises located at _____ having a built up area measuring _____ Sq. mtr for the period from _____ (date to date). The annual financial component of the housekeeping 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

SELF DECLARATION – NO BLACKLISTING

To,

**THE JOINT SECRETARY (Admin),
AIU HOUSE, 16, COMRADE INDERJEET GUPTA MARG,
(KOTLA MARG) NEW DELHI-110002**

Ref.: Tender for Providing Housekeeping/ Sanitation Services in the AIU, New Delhi

Dear Sir,

Apropos to the Tender for Selection of Providing Housekeeping/ Sanitation Services to the AIU, I/we hereby declare that presently our Company/ Firm _____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/ Autonomous Body.

I/We further declare that presently our Company/ Firm _____ is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission including violation of relevant laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken our security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be barred from bidding in future against any other tender.

Thanking you,

Yours faithfully,

Signature _____

Place:

Name _____

Date:

Seal of the Organization _____

Association of Indian Universities

AIU House, 16, Comrade Indrajit Gupta Marg (Kotla Marg),
New Delhi-110002

Phone:23230059, 23231097, 23232429, 23232435, 23233390

Website:www.aiu.ac.in Fax:011-23232131

Common to all

Cost of the Tender Document:
Rs.100/- (Rupees One Hundred Only)

SUBJECT: TENDER TO CALL QUOTATION

Tender No.: Admn/2018-19

Dated:01.03.2018

1 Name of the Agency:.....

2 Address with telephone No:.....
.....

3 Earnest Money Deposit (EMD):

(to be deposited along with tender
Document)

a) Bank Draft No.....

b) Date.....

c) for Rs.....

d) Drawn on.....

4 Cost of Tender Document:

a) Bank Draft No.....

b) Date.....

c) for Rs.....

d) Drawn on.....

4 TAN/ PAN No.:

5 GST No.:

6 Registration No., if any:

Seal & Signature of the tenderer

Date:

*Separate Demand Draft is required for each of the eight categories.