

Eligibility Criteria for the Tenderer

1. The Tenderers must have an experience of providing cleaning of premises and housekeeping services in reputed organizations including Govt & PSUs for at least three years including mechanized mops and using suspended gondolas for façade cleaning supported by documentary evidence and must have among list of big clients, at least three Govt./Semi-Govt./ PSUs Certificates of satisfactory performance from these three clients are also to be submitted along with tender.

2. The tenderer should have at least;

a) One similar work contract of 5lacs or more;

OR

b) Two similar work contracts of 3lacs or more;

OR

c) Three similar work contracts of 2 lacs or more, executed during the last three years.

Copies of the TDS certificates (form-16A) in respect of these contracts are required to be submitted along with the tender.

3. The total turnover of the agency should not be less than Rs. 20 lacs for “cleaning of premises and housekeeping segment” during requisite years of experience as mentioned at (1) above.

4. The tenderer must be registered with the following statutory authorities and must also furnish attested copies of supporting documents:-

a. ESIC, EPF, Income Tax and Service Tax

b. Registration under applicable labour laws

c. Any other registration / license which is mandatory for such agencies stipulated by concerned authorities from time to time including Storage of

Hazardous Chemicals, acids etc.

5. The following documents must be submitted along with tender:-

a. Audited Balance Sheets of preceding three years with Income and Expenditure statement / Profit and Loss Account, Trail Balance & Audit report of last three years.

b. Income tax returns of last three years.

6. The Tenderer should have sufficient employees on its rolls specifically trained for housekeeping work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details etc. should be attached with the technical Bid.

7. The tenderer should have at least 50 Nos. of captive manpower on his payroll on the day of filing the tender. The tenders having captive manpower less than this will be rejected.

8. Principal, Govt. College reserves the right to withdraw/relax any eligibility criteria and in such a situation the tenderers will be given sufficient time to take such changes into account. However, no relaxation will be given as far as statutory requirements are concerned, explicit/implicit.

Office of Principal, Government College.....

Principal, Govt. College invites tenders from the Service Provider/
Agencies for providing following services in Govt. College.....

Name of Work: Cleaning of premises and housekeeping etc. services.

Scope of Work:

Details of premises are mentioned below:-

Teaching/ Non- Teaching block. Total Floor –

Class rooms- Library- Lab- Toilets- etc.

Sweeping and cleaning:-

Sweeping and cleaning is a routine affair of housekeeping. The whole area including space inside wall campus needs to be swept. The Sweeping and cleaning of following building elements will be done at least once a day:-
Corridors, staircase, railing, rooms, toilet blocks etc.

Mopping:-

Mopping will be carried out only after the cleaning/sweeping is over, Mopping will be done by sprinkling water with appropriate disinfectant solution/scented phenyl/ Lizol. Rubber brooms only will be used for this job. After mopping floor swabbing will be done with dry cloth broom to avoid slippage of anyone. The areas e.g. corners, edges and pockets where rubber broom could not be used mop cloth will be used for manual mopping and swabbing. The elements under mopping are as under. Corridors, railings, rooms toilet blocks, mirrors, ceramics, marble, glazed and mosaic tiles in skirting and aside walls, window glass panels, fixture, idols and photos frames.

Window glass panel cleaning:-

Window frames will be cleaned with detergent. Dust from window platform outside and inside will be removed. Glass will be cleaned with suitable chemicals without any scratch. Use of newspaper and old cloth for cleaning glass will be permitted. Glass panel will be cleaned very frequently and there should not be dust or stains in glass panels at any stage.

De-dusting furniture and fixtures:-

De-dusting and fixture will be carried out with clean dhoti cloth every day morning before office hours. Glass top will be cleaned with wet cloths to remove stain. Each rooms will have furniture like Lecture stand, Benches, chairs, stools, cupboards, display boards, computers, office equipments, show case, conditioner and electrical fitting. Lighting and fans etc. will be cleaned periodically in phased manner with the convenience and requirement of concerned office in that room.

Stains removal:-

Stains accumulates on various water connection fitting near water cooler, sanitary fitting in toilet block, marble and ceramic tiles, glass panes, mirrors etc. periodic stain removing will be carried out with appropriate anti-stain materials.

Removing spider webs and cobwebs:-

Removing spider and cobwebs will be carried out periodically with broom. This work will be done before sweeping.

Toilet related specific work:-

Each toilet will be provided with liquid or solid soaps at washbasin, naphthalene ball at water outlets, bucket and tumbler or toilet papers and availability of water. The service provider shall ensure that all the consumables items available inside toilet. In case of failure of water supply concerned office will be kept informed. Maintenance of ladies and girls toilets will be done before office hours only. Any theft or loss of sanitary fitting, taps light bulbs will be brought to the notice of the concerned officer.

Garbage Disposal

The Contractor shall collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area as directed by the Offices Administration. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

Washing Flashing:-

Washing of all flooring will be carried out at least once a month to remove accumulated dust or mud in deep corners and tiles joints. During monsoon

corridors and floors will be spoiled with mud etc. Washing will be carried out with water pipe and rubber broom/ map cloth.

Overhead Water Tanks Cleaning

The Contractor shall clean & disinfect the Overhead Tank periodically after emptying the water from the tanks as per instruction of ESIC Engineer In-charge. The Contractor's quoted rates should be inclusive of this item. no extra payment what so ever will be made on this account.

✓ Terrace Cleaning

The Contractor shall clean the terrace periodically as per instruction of Principal Govt. College The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

Horticulture work

Plants and green grass of lawns are to be trimmed and watered regularly. Fresh plants and green grass are to be planted as per requirements. Urban forest, botanical garden lawns, proper maintenance of lawns, timely mowing of grass, pruning of trees, watering the plant, cutting of the hedges, cleaning the lawns, managing the dry leaves will be done on regular basis.

Security of premises

Security of the college in night should be maintained. Protection of college premise, precious things and Lab equipments etc. in night on all week days (including Sunday) should be done.

Note:

1. The tenderer /service agency will be liable to comply with any instructions/order given in written or verbal time to time for better and efficient services.
2. Every care has been taken to cover all important scopes, aspects, areas requiring Cleaning of premises and Housekeeping etc. services. These are however, not exhaustive and if deemed fit, Principal Govt. College may add additional scope of work.

Cleaning of premises and Housekeeping Schedule

Sr. No.	Activity	Frequency
1.	Garbage Removal	Twice a day/ when garbage bags are $\frac{3}{4}$ full
2.	Mopping	Every Two hour
3.	Sweeping of path/ ground	Once in a day
4.	Washrooms cleaning	Every hour
5.	Dusting	Every morning
6.	Watering plants	Once in a day
7.	Plants & grass trimming	Once in a week
8.	Inspection/security round of college in night	Every hour

RESOURCES REQUIREMENT

A. TO BE PROVIDED BY OFFICE:

All dustbins will be provided by the College.

B. THE CONTRACTOR HAS TO PROVIDE THE FOLLOWING:

1. All the cleaning material, soap solutions, room fresheners, naphthalene balls, disinfectants, deodorants etc. will be provided by the tenderer.
2. All the manpower, equipments, tools and tackles, their accessories/ refills pertaining to housekeeping services will have to be provided by the contractor.
3. The contractor has to provide supervisory and management support by his own staff to get the maximum output from the house keeping force deployed at the offices. Directions and training to the cleaning and housekeeping staff has to be given by the contractor. The man and all materials needed for the cleaning of premises and housekeeping services will be the responsibility of the contractor. The offices will only pay the management fee or service charges.
4. For Horticulture Services, the contractor has to procure manpower, equipment etc. The offices will only pay for the consumables, seeds, flower pots and plants.
5. Following equipments, tools and tackles are minimum and mandatory to be provided to the housekeeping staff by the contractor. These numbers, however, can be increased as per requirement but payment will only be done as per financial bid. Minimum No. of Equipments, tools, tackles etc have to be maintained in the offices at all times. A record of all these items should be kept by the Contractor. All these equipments may be inspected by designated ESIC official Engineer In charge at any time.

LIST OF EQUIPMENTS, TOOLS & TACKLES

Sr No	Description	Numbers required
1.	Wet/Dry Vacuum Cleaner	1
2.	Glass Cleaning Kit	2
3.	Wet Mops	4 minimum
4.	Sweeping brushes/ Dry dust control mops	4 minimum
5.	Hard brooms for Ground Sweeping	4 Minimum
6.	Nylon scrubbers, dusters, hard and soft brooms, buckets, squeezers	As per requirement
7.	Safety Gears	As per requirement
8.	Horticulture tools	As per requirement

LIST OF CLEANING MATERIALS & AIDS REQUIRED PER MONTH

Sr no.	Items	Quantity
1.	Detergen/vim/ multi cleaner	As per requirement
2.	Room spray/ odonil	As per requirement
3.	Phenyl/ colin	As per requirement
4.	Toilet cleaner/ glass cleaner/ furniture cleaner	As per requirement
5.	Naphthalene Balls	As per requirement

Note:-

The above mentioned items/quantities are not exhaustive and may vary depending on requirement. All the above mentioned items are to be supplied by contractor on monthly basis to ensure proper cleaning of premises and housekeeping services. If the above articles are not able to ensure an effective, efficient and timely housekeeping service management in the offices. The tenderer/ service agency will have to provide additional items as per requirement. No extra payment what so ever will be made for these additional items.

Terms & Conditions

General Instructions to Tenderers

1. Scaled tenders are invited from eligible and reputed cleaning & housekeeping agencies only for a period of one year from the date of initiation of contract, for providing Cleaning of premises and housekeeping etc. services at Govt. College..... . Agencies shall have relevant three years' experience of having provided similar services to any institutions and Rs. 20,00,000 (Twenty lacs only) turnover annually.

2. Tenderer/service agency can collect tender form from the college office on any working day from 9:00 am to 4:00 pm by paying Rs. 500/- (Rupees Five Hundred only)

3. A pre-bid meeting shall be held at Govt. College, to clarify any queries of the tenderer on date time

4. The bids are invited into two parts, i.e. qualifying/Technical Bid and Financial Bid. The qualifying/ Technical Bid consists of all technical details along with commercial terms and conditions.

(A) Technical bid should contain the papers to fulfill all the eligibility criteria, certificates of experience, satisfactory performance certificates, undertaking as per instructions, and list of the equipments, tools and tackles required for the job.

(B) Financial bid should contain the rates quoted for the services to be provided as per the instructions given in this tender document.

5. The qualifying/Technical Bid should be submitted by the Tenderer/service agency in sealed cover duly mentioned "Tender for providing Cleaning of premises and housekeeping etc." services at Govt. College...

6. The financial Bid duly mentioned financial Bids should also be submitted in the sealed cover separately. Both the sealed Technical and Financial Bid should be put in a bigger cover which should also be sealed and duly mentioned "Tender for Providing Cleaning of premises and housekeeping etc. services. at Govt. College....

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7. The tenders received without tender cost and EMD, incomplete tender or tenders without the supporting documents, not agreeing to terms & conditions, shall be summarily rejected.

8. The tender must be opened in the presence of authorized representative of the Tender who wish to be present at the time of opening of bidding on ... in the office of Principal Govt. College.....

9. If the tenderer/service agency qualifies in the technical bid, then only its financial bid shall be opened. The financial bids shall be opened in presence of such tenderer/service agencies who qualified the technical bid.

10. Principal of the college reserves the right to accept or reject any & all tender (s) without assigning any reason (s) thereof. No tenderer/service agency shall have any cause of action or claim against the colleges for rejection of his/her tender.

11. Successful tenderer/service agency has to submit performance security of 10% of the amount of tender at the time of signing of contract.

12. The performance security will be retained during the contract period & refunded only after 30 days from the date of successfully completion of the contract obligation.

13. If the successful tenderer/service agency fails to furnish the performance guarantee on the terms and conditions laid down by the college, the tender will be rejected and the EMD shall be forfeited by the college.

14. Technical Bids will be scrutinized, by an evaluation committee constituted by the Principal, Govt. College to check all requisite and relevant documents and their authenticity. Financial Bids of the tenderers, whose Technical Bids are accepted, will be opened on at in Govt. College (Haryana) in the presence of the authorized representatives of the qualifying tenderers, who wish to be present at that time.

GENERAL CONDITIONS OF THE CONTRACT:

1. The Tender shall provide cleaning services. He shall ensure discipline amongst his staff and restrict unnecessary movement/assembly of their personnel in premises etc. The Tenderer/service agency shall ensure proper supervision of the duties of his staff through his own supervisor.
2. The tender will supply fresh sets of uniform/badges, Identity cards to his workers, who shall wear the same while on duty and also keep their uniform neat and clean and one set of recent passport size photograph for records, of each of his staff employed for duty.
3. The tender shall be responsible for the conduct/integrity of his personnel and will also be responsible for any act of omission and commission on their part. He will vouch for their character & integrity.
4. College will have no bearing liability what over concerning the persons deployed by the tenderer/service agency for any purpose. The successful tenderer/service agency shall keep the college indemnified against all losses or damages or liability arising out of or caused, imposed in the course of employment of person (s) by him or for any violation of such Acts, Laws of Regulations etc. by him/her, his/her agent or his/her staff.
5. The successful tenderer/service agency shall be solely responsible for setting/resolving any dispute/ claim of his/her personnel during the pendency of the contract. No liability shall accrue to college under any circumstances even after expiry of the contract. No claim for continuity of service under contract or otherwise will be entertained by college.
6. The tenderer/service agency shall be responsible for payment of any compensation/settlement of any liability arising out of any death or injury caused to the persons employed by him for rendering the jobs on contract under the agreement, under the workmen compensation Act or any act in force at that time.
7. The tender shall comply with the provisions of all local laws viz employee state insurance Act. Workmen's Compensation Act, Contract Labour (Regulations and Abolition) Act and the Employee's Provident Fund and Miscellaneous Provisions Act, and the rules made there under and as modified from time to time by the govt.

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8. The tenderer/service agency should deploy his authorized representative for effective and proper supervision of the maintenance and upkeep jobs under the contract.

9. Tenderer/service agency shall not be allowed to sub-let or sub contract any part of this contract/job in any circumstances. The Tenderer/service agency shall also be responsible for any act of omission or commission on the part of his supervisors/workers. Any damage done/caused to the existing structure/ furniture/ fitting/ equipment by the worker of the Tenderer/service agency will have to be rectified by the Tenderer/service agency at his own risk and cost. In case the Tenderer/service agency fails to rectify/indemnify the damage, the college reserve the right to deduct it from the performance security.

10. The decision of the authorized officials of college regarding the satisfactory standard of cleaning services shall be fine and binding on the tenderer/service agency.

11. The Contractor will be responsible for supply / installation / refilling / maintenance of all consumables, items and equipments used in all areas for cleaning of premises and housekeeping purpose.

12. The tenderer/service agency will be fully responsible for coordinating with the all concern authorities and have to be present & to provide all necessary details required time to time by higher/relevant authority.

13. All the statutory requirement to be complied as per government rules & regulations.

14. It will be the responsibility of the contracting agency to meet transportation, food, medical and any other requirements in respect of the persons deployed and ESIC will have no liabilities in this regard.

15. Principal, Govt. College shall not be responsible for providing residential accommodation to any of the employee of tenderer.

16. All entries in the Tender form should be legible and filled clearly. Any overwriting or Correction which is unavoidable has to be signed by the authorized signatory.

17. In case the successful tenderer declines the offer of contract for whatsoever reason(s), his EMD will be forfeited.

18. For all intents and purposes, the contractor/ service agency shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower so employed and deployed in Govt. College The persons deployed by the agency in Govt. College shall not have claims of any Master and Servant relationship against Govt. College Principal Govt. College shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. Principal Govt. College does not recognize any employee employer relationship with any of the workers of the contractor.

19. The contract in agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to Govt. College to concerned tax collection authorities from time to time as per extant rules and regulations on the matter. In case, the contractor fails to comply with any statutory/ taxation liability under appropriate law, and as a result thereof the Principal Govt. College is put to any loss/obligation, monetary or otherwise, Principal Govt. College will deduct the same from the monthly bills and or the Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.

20. The contracting agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to person deployed. Principal, Govt. College..... shall, in no way, be responsible for settlement of such issues whatsoever.

21. The Principal Govt. Collegeshall not be responsible for any financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.

22. Any misconduct/ misbehavior on the part of the manpower deployed by the contractor/service agency will not be tolerated and such person have to be replaced by the service agency at his own cost immediately.

23. The Principal, Govt. College may order variations in the scope of work through a written variation order based on requirements. The payment of the variation shall be worked out on the basis of contract rate and pro- data variation for additional area for equipments, toiletries etc.

24. The Contractor shall, in performing its part of this Agreement, ensure the safety of the building, its equipments, furniture, fixtures and the persons working/ students or visiting in the Govt. College premises. For any loss or damage caused by any act of the Contractor or its employees or staff etc. the recovery will be made through the contractor/ service agency only.

TERMINATION OF CONTRACT:- In the event if service rendered being found unsatisfactory, the contract is liable to be terminated by giving 30 days' notice and performance security deposited will be forfeited. The decision of the principal of the college in this regard will be final.

EVALUATION AND PAYMENT PROCEDURE:- The college cleaning committee will start its work such as evaluation, any type of sanctions/orders and payment to the tenderer after getting the financial and administrative sanction from the department of higher education. The Payment will be made in the first week of the succeeding month upon submission of the bill in triplicate. Payment of the bill will be based on duly verified attendance sheet by Officer In-charge in respect of the persons deployed. The payment to the persons deployed in Govt. College will be made by ECS only by the Contractor / Agency and proof of payment of each month may be submitted with the bill for next month. In case it is found that there is under payment, the action including forfeiture of security deposit, black-listing of the contractor and cancellation of contract may be taken.

While submitting the bill for the next month, the services provider must file a certificate certifying the following along with ESI contribution sheet downloaded from ESIC Insurance Portal:-

- a) Wages of workers were credited to their bank accounts on (Acknowledgment by bank enclosed).
- b) ESIC contribution relating to workers amounting to Rs. _____ was deposited on _____ (Copy of Challan enclosed with contribution sheet)
- c) EPF Contribution relating to workers amounting to Rs. _____ was deposited on _____ (copy of the Challan enclosed with contribution sheet).
- (d) We are complying with all statutory Labour Laws including Minimum Wage Act.

The payment would be made on monthly basis on verification of

attendance sheets, wage Register, monthly ESIC/EPF/Service Tax challan Deployment sheets/ Duty Roster/ Attendance Sheet duly verified by the designated official of the concerned site/ office, documents in support of salary disbursement through ECS Workers of contractors should get the wages on the seventh day of each month and the contractor must maintain adequate working capital to meet the requirements of the wage payments. The payment of wages to the staff deployed by the contractor shall not be linked to the payment of bill by Principal, Govt. College If the contractor fails to provide proof of payment of statutory dues, his contract will be liable to be terminated after serving one month's notice. The service Agency shall make payment of monthly wages to the deployed staff by ECS only. Cash payment receipt will not be entertained and payment in cash will be deemed as no payment at all. If the agency does not make payment through ECS, the contract will be liable to be terminated.

DISPUTE RESOLUTION:- It is mutually agreed that all differences and disputes arising out of or in connection with this contract shall be settled by mutual discussions and negotiations. In case such disputes and differences cannot be settled the same shall be referred to the sole arbitrator under the provisions of Indian arbitration and conciliation Act 1996 by college (1st Party) at the cost of both the parties in equal measure whose decision will be final and binding on both parties. Any legal dispute will be subject to Place..... Jurisdiction only.

DURATION/PERIOD OF CONTRACT:- The contract will be valid for a period of one year from the date of agreement duly approval by the Director General, Higher Education Department, Haryana, Panchkula.

VALIDITY:- The Tenderer shall be valid for a period of at least three calendar months from the date of opening of tenders for the purpose of evaluation of tender.

PAYMENT SCHEDULE: The payment will be made only when the permission/Grant is obtained from office of Director General, Higher Education Department, Haryana quarterly basis. No interest/penalty will be paid on the delayed payment.

PERMISSION TO START WORK: Permission will be given to tenderer for starting work only when the college gets sanction of grant from Director General, Higher Education Department, office.

AGREEMENT: A agreement will be signed between successfully tenderer and Principal on Rs. 100/- Non-Judicial stamp paper between the containing all the terms, conditions and obligations.

Office Of Principal Govt. College

QUALIFYING/TECHNICAL BID

Technical bid to be kept duly signed-in-envelope -I

Sr.No.	Particular	
1	Name of the Registered Tenderer/ Service Agency :	
2	Address of the tenderer /Tenderer (with Tel. no., Fax & Email)	
3	Name & Address of the Proprietor/Partners/Directors (with mobile no.)	
4	Contact Number	
5	LICENCE /REGISTRATION NO OF :-Valid Labour Contract License with number for providing manpower and approved by Govt. of Haryana (Proof attach)	
6	Goods & service Tax (GST) registration No.(Proof attach)	
7	PAN NO (Proof attach)	
8	EPF Registration no.	
9	ESIC Registration no.	
10	Earnest Money Deposit (Full details with proof attach)	
11	Bank accounts details (proof attach)	
12	Total turn-over of three preceding years (Proof attach)	
13	Three year experience in similar services (proof attach)	

Date: _____

(Signature of Authorized Signatory with date)

Date: _____

Name of the Tenderer & stamps

Office Of Principal Govt. College

FINACIAL BID

(To be kept duly signed in Envelope 2 - Financial Bid)

Name & address with telephone no. of the Registered Tenderer:

Particulars	Total Service Charges in rupees per month (should be quoted in both words & figure) To be quoted only in amount, not in percentage.
Service Charges should be lump sum for providing cleaning of premised and housekeeping etc. services as mentioned in terms and conditions with material. (per month)	

Grand Total (per year) --

1. The Tenderer has to pay to workers at least minimum wages fixed by the Labour Department, Govt. of Haryana from time to time & will be paid accordingly.
2. GST Tax deposited and P.F. & ESI paid accordingly.
3. Latest norms applicable regarding TDS.
4. The performance of Tenderer can be checked by the cleanliness committee of the college after visiting/inquiring at current working site as per the details provide by the Tenderer. The college reserves the right to select the tenderer on the basis of rates quoted, past experience and reasonability of service charges for execution of this work and decision of the college will be final and binding on the parties qualified in the technical bid.
5. Both the technical and financial Bid should put in bigger sealed envelope.
6. I agree and accept all the terms & conditions of the tender.

Date:
Tenderer with date

Signature of the

Place:

(Name of the Tenderer and Stamp)

DECLARATION FROM BIDDER/TENDERER

1. I Son/ Daughter of Sh Proprietor/ Partner/ Director/ Authorized Signatory Ofis/am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. I/we, am/ are hereby declare that the agency has not declared as black listed in any government department.
4. Compliance under statutory provisions are in order and not being violated.
5. The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/ we, am/ are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of Authorized Person

Date:

Full Name:

Place:

Company's Seal:

Note:- The above declaration, duly signed and sealed by the authorized signatory of the company, should be enclosed with Technical Bid.