



**INDRAPRASTHA COLLEGE FOR WOMEN**

University of Delhi

31, Sham Nath Marg, Delhi – 110054

Tel. : 23954085, 23962009 Fax : 23976392

21 June 2012

## TENDER NOTICE

Sealed tenders are invited from the reputed House Keeping Services at Kalavati Gupta Hostel, Indraprastha College for Women's Hostel and College's premises of Indraprastha College for Women, University of Delhi. The Terms and Conditions on which the contract is to be awarded can be obtained from College Office w.e.f. 22 June 2012 to 13 July 2012 up to 3:00 p.m.

Dr. Babli Moitra Saraf  
Principal

## **TERMS & CONDITIONS**

1. The bid should accompany with the earnest money deposit of Rs. 20,000/- (Rupees twenty thousand only) obtained from any Nationalized Bank payable by crossed DD in favor of Principal, Indraprastha College for Women, Delhi payable at Delhi. Please note that cheque will not be accepted in lieu of Demand draft. The EMD will be refunded to the unsuccessful Tenderer after tender is finalized.
2. The area for House Keeping in the Indraprastha College for Women, will be entrusted to the contractor in AS IS WHERE IS CONDITIONS for keeping the College in spic and span conditions.
3. No additions, alteration, modifications to the existing buildings shall be made in any manner without prior written consent of the Principal, INDRAPRASTHA COLLEGE FOR WOMEN and the contractor shall maintain the building in good condition.
4. An unconditional and irrevocable bank Guarantee for a sum equivalent to 10% of the yearly contract value shall be furnished at the time of signing the agreement as security deposit. The Security deposit will be forfeited if the contractor prematurely withdraws or if the services are terminated for being unsatisfactory after giving him/her an opportunity for hearing.
5. The contractor shall maintain the building and movable properties like furniture, electrical installation etc., in good conditions at the end of the contract period. The contractor shall handover all articles entrusted in good conditions at the end of contract period. The contractor shall compensate the Indraprastha College for Women for any damage in such properties with the replacement value.
6. The Agencies having experience in house keeping need only apply. They should have experience of House Keeping in reputed Institutions or Colleges The Agency should be having at least 50 employees at present. The Principal, Indraprastha College for Women may if considered necessary have the places run by Tenderer inspected and reject the tenderers whose quality of house keeping is found substandard.
7. Bids should be made in two separate sealed covers marked

## **“TECHNICAL BID” AND “FINANCIAL BID”**

- i) Technical Bids should give details of technical qualification with sufficient proof.
- ii) The list of organization for which such services were supplied in the last three years should be furnished in the following format.

Documentary proof for the information given above should be furnished. The Indraprastha College for Women reserves the right to reject the Tenders whose experience is considered inadequate.

- iii) The EMD of Rs. 20,000/- (Rupees twenty thousand only) must be enclosed in the Technical bid cover only. The Technical bid received without EMD will be summarily rejected.
- iv) The bidders are asked to enclose the latest audited report, sales tax and income tax clearance certificate (were ever applicable) along with bic documents.
- v) While furnishing the technical bid, the bidders are expected to furnish the following additional documents without which the bidders will stand disqualified.
  1. Area of Business and qualifications of bidders.
  2. Whether the bidder has a licence from the local Government agencies at the place of operations.
8. The Financial bid should indicate the monthly amount quoted for providing Services for Housekeeping.

The bid for materials and labours should be furnished separately. The bidder should write the monthly value for House keeping services both in words and figures in cases of dispute, the amount written in words will be taken as the bid value.

9. Bidders should quote for the monthly value of housekeeping for entire campus, rooms, corridors of Indraprastha College for Women, Kalavati Gupta Hostel and Indraprastha College Women's Hostel.
10. A Self certified copy for the No. of employees in the Housekeeping operations should be furnished.
11. The bids will be received till 3:00 P.M. on 13.7.2012 by the officers authorized by the Principal, Indraprastha College for Women. The Financial bid of the eligible bidders

who stand qualified as per the assessment of their technical bid will be opened on date and time to be notified by the Committee constituted by the Principal, Indraprastha College for Women, after the pre bid conference

12. After the opening of technical and before submission of financial bids pre-bid conference will be held in the office of the Principal, Indraprastha College for Women will shortlist the tenderers who are technically found capable of meeting the requirements. The short-listed tenderers will be called for a pre-bid conference. In the prebid conference the scheme of maintaining, Indraprastha Indraprastha College for Women will be discussed. The tenderers have to explain their own scheme and a single scheme will be finalized in the pre-bid conference. The decision of the Principal, Indraprastha College for Women will be final. The pre-qualified tenderers have to submit their financial bid accordingly to the scheme finalized in the pre bid conference.
13. The Bid will remain valid for 3 months from the last day for receipt of bids.
14. The contractor should not sublet the work to any other agencies.
15. The contract will be valid for a period of one year. However if the Principal, Indraprastha College for Women so desires she may extend the contract for one more year subject to completion of satisfactory services.
16. The contract will be terminated by the monitoring committee for unsatisfactory service after giving an opportunity to the contractor. The loss to Indraprastha College for Women if any incurred on account of such termination will be recovered from the contractor. The decision of the Principal, Indraprastha College for Women shall be final in this regard.
17. The contractors housekeeping activity is subject to the supervision of Principal, Indraprastha College for Women under the overall charge of the monitoring committee, constituted and headed by her.
18. The contractor should cover his/her establishment under EPF, Miscellaneous provisional Act, Minimum Wages Act, ESI Act and all other relevant statutory provision at his/her cost.

19. The Principal, Indraprastha College For Women may at any time terminate the agreement without assigning any reasons, However, the contractor may terminate the agreement after giving three months notice in writing.
20. No Child labour should be employed.
21. On expiry of the contract period the contractor shall handover all the articles in good conditions which were entrusted to him/her.
22. The tenderer should provide suitable uniforms for his/her personnel at his/her cost, and he/she shall on his/her own responsibility appoint all the necessary staff and employees who should be proficient in Housekeeping. The Principal, Indraprastha College for Women shall have no responsibility or any obligation legal or otherwise in respect of the affairs of such staff and employees, including their appointment, conduct, discipline termination, wages and terms and conditions of work etc. Which are the sole obligation of the tenderer. The tenderer shall ensure that staff employed by him/her are properly, cleanly and neatly dressed and shall be "Disciplined and polite to the INDRAPRASTHA COLLEGE FOR WOMEN at all times. He/She shall furnish fitness certificate issued by the medical officer periodically of the employees and their antecedents should be verified by the police authorities.
23. The tenderer shall comply with all requirements under central and local sales tax laws and shall be responsible for payment of all taxes, fees and other statutory payments to the respective authorities.
24. Any dispute between the parties will be referred to the Principal, Indraprastha College For Women will be binding on both the parties and shall be final.
25. The successful tenderer shall execute the instructions of the Principal, Indraprastha College for Women or an officer authorized by her from time to time on all matters connected with the smooth functioning of the housekeeping related services.
26. The Principal, Indraprastha College for Women shall reserve the right to accept or reject any one or all the tenderers without assigning any reason therefore.
27. In case of any breach of this contract and any term and conditions therein by the Tenderer, the Principal, Indraprastha College for Women may cancel the contract for the remaining period of the contract after giving a show cause notice of a reasonable time as deemed fit by the Principal, Indraprastha College for Women in writing to the contractor, in the writing to the reasonable time as deemed fit by the Principal Indraprastha College for Women in writing to the contractor. In the event of such cancellation, security deposit amount of the contractor will be forfeited to the Indraprastha College for Women, The decision of the Principal Indraprastha College for Women shall be final in the matter.

28. The Contractor shall have his/her own system of supervision and arrangements within the said premises by deployment of suitable staff to the entire satisfaction of the Principal, Indraprastha College For Women or any officer authorized by her. The contractor shall, however, require to furnish details of such a system for approval by Principal, Indraprastha College for Women.
29. The Housekeeping arrangements shall be inspected by the contractor on his/her own at least once a week and report submitted to the Principal, Indraprastha College for Women, or her authorized by officers, regularly, The Housekeeping arrangements shall also be inspected by the Principal, Indraprastha College for Women, or and her authorized officers from time to time including surprise check.
30. No accommodation for stay or rest of his/her personnel will be provided by Indraprastha College for Women.
31. The contractor shall employ his/her own personnel and Equipments like vacuum cleaner, Mechanical swabbing, brooms, mopes, disinfectants etc for purpose of housekeeping at his/her own cost. The contractor shall engage his/her staff with prior police verification and shall provide a list of such staff along with their permanent address to the office.
32. The Contractor and their personnel shall wear a uniform as approved by the Principal, Indraprastha College for Women, Delhi. They will also have a photo identity card issued by the contractor on the left hand side pocket of the shirt so that they can be identified during their duty hours. The contractor shall ensure to supply all the required materials for best upkeep of uniforms and shoes of his/her persons.
33. Behaviour of personnel shall in no way be detrimental to the administration. The contractor shall provide personnel of good character, physically fit, efficient, and well behaved and skill full in their duties.
34. In case of any shortfall in the attendance of the worker provided by the contractor, the monthly payment will be proportionately deducted.

35. The Principal, Indraprastha College for Women shall pay the contractor as per the rates accepted on monthly basis. The due shall be claimed by the contractor in the first week of the succeeding month. All claim bills raised by the contractor shall be paid by the Indraprastha College for Women within a week subject to any subsequent adjustment based on the attendance register of the personnel.
36. The contractor shall withdraw from service for Indraprastha College for Women any employee who in the opinion of the Principal, Indraprastha College for Women, misconducts himself or is in any way unfit or unsuitable for the said purposes. Failure to do so will entail a penalty of 10% of the rate quoted for such employer and non payment of any remuneration for such employer. The decision of the Principal, Indraprastha College for Women in this respect will be final and binding.
37. The Contractor shall at all time obey the lawful instruction given to him/her by the Principal, Indraprastha College for Women or her authorized representatives or such other personnel appointed by the administration in respect of all works of housekeeping. Any infringements of any such instruction may render the contractor liable to be fined which may extend upto Rs. 200/- in each case. The fine will be addition to the penalty facilities in other clauses.
38. The Contractor shall arrange for reserve personnel in lieu of weekly off or leave periods of the regular persons. No separate payment shall be made for such arrangement
39. All workers provided by the contractors should be healthy and not suffering from any contagious diseases.
40. The Contractor shall also ensure the norm prescribed by the human rights commission, Government of India, Minimum wages act and industrial dispute act or any such other legislation are fully observed and the office is kept harmless and indemnified. If there is any non compliance intimated by competent authority to the Principal, Indraprastha College for Women the contractor has to rectify it and indemnify.

## **JOB SPECIFICATIONS AND SCOPE OF WORK**

### **A. AREA COVERAGE FOR HOUSEKEEPING SERVICES**

1. College Premises 31, Sham Nath Marg, Delhi- 110054.
2. 100 Rooms (with corridor and common facility area) of Kalavati Gupta Hostel
3. 100 Rooms (with corridor and common facility area) of Indraprastha College Women's Hostel

### **B. BROAD DETAILS OF SCOPE OF WORK:**

1. Cleaning, sweeping moping and wiping of floors, staircase on daily basis including Saturdays or as required by Officer-In-charge. Cleaning activity shall start in the morning at 7.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.00 AM.
2. Continuous moping to be done at reception floor, common area and other floors during office hours (9.30 AM to 6.00PM)
3. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.
4. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows Venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
5. Lifting, carrying and disposing the dead birds animals, rats, insects etc. if found in and around the office building.
6. Clearing of any choking's in the drainages, manholes etc.
7. Removal of beehives and cobwebs/honey webs from the office building and its premises.
8. Cleaning and sweeping of open area including balconies and roof tops with brooms.
9. Maintenance of lawns & surroundings, cutting of hedges, cutting/shaping of plants by mali and removal of garbage.
10. The bidder shall also be responsible for pest control in the office and shall carry out sprays etc. minimum once in a month. The insecticides and pesticides should be sufficient enough to take care of Mosquitoes, Cockroach, Silver fish, crawling insects at library and carpeted rooms, rats etc. The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation more than once in a month.

11. The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder must rotate the staff once in six months with prior written intimation to College.
12. Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder and will be countersigned by the College's officer-in-charge at regular intervals and finally at the end of each month.
13. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by College.

#### **C. JOBS TO BE CARRIED OUT DAILY**

- i) Cleaning of general toilets at least thrice daily (at 8.30 AM , 12.00 Noon & 3..30 PM) with phenol and detergent etc and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins,urinals, WC are to be cleaned with suitable detergent. Flushing system of all toilets are to be checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- ii) Cleaning of attached toilets with phenol, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purifier, toilet rolls/paper rolls and liquid soap are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- iii) Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.
- iv) Cleaning & moping of pantries and electrical rooms once in a day during office hours.
- v) Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, ashtray, cupboards, air conditioners, filing almirahs, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.
- vi) Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.
- vii) Cleaning of carpets by soft brush.

- viii) To clean glass panes on doors, windows & partitions with soap/cleaning agent.
- ix) Cleaning of chokage in sewer and pumping lines within premises as and when required.
- x) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
- xi) Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
- xii) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
- xiii) Cleaning of lift walls with silver/brass liquid cleaner.
- Xiv ) Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.
- xv) Spray of scented Mosquito and cockroach killer on all floors as and when required. Mosquito/cockroach killers shall be of ISI mark. Special scented purifiers shall be sprayed at least twice daily in all rooms, cabins, bathrooms, reception conference halls lifts lobby, lifts etc.

#### **D. JOBS TO BE CARRIED OUT WEEKLY**

- i) Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper/scrubbing machine to be used at least once in a week.
- ii) Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherite upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality.
- iii) Cleaning of brass letters by brasso (polish).

#### **E. JOBS TO BE CARRIED OUT FORTNIGHTLY BASIS**

- i) Polishing of brass items with approved brass cleaning material.
- ii) Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.
- iii) Dusting of false ceiling etc. with soft broom and cloth.
- iv) Cleaning of sofa sets with soap water/ vacuum cleaners.
- v) Washing and cleaning of driveways, parking areas and roads within the office premises.

- vi) Lift lobby and all toilets floors and other areas, as may be directed by Officer Incharge, shall be cleaned with floor scrubbing machine.

**F. JOBS TO BE CARRIED OUT ON MONTHLY BASIS:**

- i) All floors in common area floors including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be properly wax polished.
- ii) Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In-charge.

**G. List of Manpower proposed to be deployed for House-keeping work detailed;**

The bidder has to provide workforce in sufficient numbers to maintain the buildings as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Officer-In-Charge. Tentative requirement of workforce to be deployed is given hereunder:-

Manpower	I.P. Women's Hostel	K.G. Hostel	Premises of I.P. College
House Keepers	10	03	03
Mali	-	-	03
Supervisor			1

The bidder shall, however, survey the area and make assessment of the manpower requirement on their own. The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder must rotate the staff once in six months with prior written intimation to College.

The bidder shall ensure that all the workforce deployed wear uniform while on duty.

**H. WASTE DISPOSAL MANAGEMENT:**

The bidder will arrange for disposal of garbage at such a place as may be permissible by MCD.

Signature of Tenderer with seal

(Please sign on each paper)

## Proforma for the Technical Bid

Name of the party: \_\_\_\_\_

1. Name of the Proprietor: \_\_\_\_\_

2. Contact Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Contact Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail address: \_\_\_\_\_ Cell phone: \_\_\_\_\_

4. Major establishments in/ around Delhi:

(i) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(ii) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(iii) \_\_\_\_\_

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\_\_\_\_\_

(iv) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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## Proforma for Financial Bid

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sub: House Keeping contract at Kalvati Gupta Hostel, Indraprastha College Women's Hostel and Premises of Indraprastha College for Women.

Name of the party: \_\_\_\_\_

Our quotation for the House Keeping is: `\_\_\_\_\_ (in words \_\_\_\_\_) . The above quotation includes all applicable taxes as detailed below:

Item

Services charges

Taxes (all inclusive)

Total

We have read and agree to

1. Terms and conditions of House Keeping Contract
2. Rules pertaining to Job specification.

Signature of the Proprietor or Authorized Representative

Name of the Signatory: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Stamp: